



CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

Sent Via Electronic Mail

May 5, 2022

NOTICE OF CIVIL SERVICE COMMISSION MEETING

SUBJECT: REVIEW OF REQUEST FOR APPROVAL OF PROPOSED PERSONAL SERVICES CONTRACTS 45795-21/22; 43734-21/22; 48655-21/22; 49741-21/22; 45073-21/22; 44888-21/22; 48569-21/22; 48718-21/22; 41485-21/22; 42675-21/22; 49631-20/21; 3094-12/13; 42960-18/19; AND 46598-17/18.

The above matter will be considered by the Civil Service Commission at a hybrid meeting (in-person and virtual) in Room 400, City Hall, 1 Dr. Goodlett Place, San Francisco, California 94102 and through Cisco WebEx to be held on **May 16, 2022, at 2:00 p.m.**

This item will appear on the Ratification Agenda. Please refer to the attached Notice for procedural and other information about Commission hearings.

Attendance by you or an authorized representative is welcome. Should you or your representative not attend, the Commission will rule on the information previously submitted and testimony provided at its meeting. All calendared items will be heard and resolved at this time unless good reasons are presented for a continuance.

CIVIL SERVICE COMMISSION

/s/

SANDRA ENG
Executive Officer

Attachments

Cc: Cynthia Avakian, Airport
Johanna Gendelman, Human Services Agency
Jolie Gines, Department of Technology
Shawndrea Hale, Public Utilities Commission
Kelly Hiramoto, Department of Public Health
Lynn Khaw, City Administrator
Daniel Kwon, Public Utilities Commission
Joan Lubamersky, City Administrator
Amy Nuque, Municipal Transportation Agency
Esperanza Zapien, Human Services Agency
Commission File
Commissioners' Binder
Chron

NOTICE OF COMMISSION HEARING POLICIES AND PROCEDURES

A. Commission Office

The Civil Service Commission office is located at, 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. The telephone number is (628) 652-1100. The fax number is (628) 652-1109. The email address is civilservice@sfgov.org and the web address is www.sfgov.org/civilservice/. Office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday.

B. Policy Requiring Written Reports

It is the policy of the Civil Service Commission that except for appeals filed under Civil Service Commission Rule 111A Position-Based Testing, all items appearing on its agenda be supported by a written report prepared by Commission or departmental staff. All documents referred to in any Agenda Document are posted adjacent to the Agenda, or if more than one (1) page in length, available for public inspection and copying at the Civil Service Commission office. Reports from City and County personnel supporting agenda items are submitted in accordance with the procedures established by the Executive Officer. Reports not submitted according to procedures, in the format and quantity required, and by the deadline, will not be calendared.

C. Policy on Written Submissions by Appellants

All written material submitted by appellants to be considered by the Commission in support of an agenda item shall be submitted to the Commission office, no later than 5:00 p.m. on the fourth (4th) business day preceding the Commission meeting for which the item is calendared (ordinarily, on Tuesday). An original and nine (9) copies on 8 1/2-inch X 11 inch paper, three-hole punched on left margin, and page numbered in the bottom center margin, shall be provided. Written material submitted for the Commission's review becomes part of a public record and shall be open for public inspection.

D. Policy on Materials being Considered by the Commission

Copies of all staff reports and materials being considered by the Civil Service Commission are available for public view 72 hours prior to the Civil Service Commission meeting on the Civil Service Commission's website at www.sfgov.org/CivilService, and in its office located at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. If any materials related to an item on this agenda have been distributed to the Civil Service Commission after distribution of the agenda packet, those materials will be available for public inspection at the Civil Service Commission's during normal office hours (8:00 a.m. to 5:00 p.m. Monday through Friday).

E. Policy and Procedure for Hearings to be Scheduled after 5:00 p.m. and Requests for Postponement

A request to hear an item after 5:00 p.m. should be directed to the Executive Officer as soon as possible following the receipt of notification of an upcoming hearing. Requests may be made by telephone at (628) 652-1100 and confirmed in writing or by fax at (628) 652-1109.

A request for a postponement (continuance) to delay an item to another meeting may be directed to the Commission Executive Officer by telephone or in writing. Before acting, the Executive Officer may refer certain requests to another City official for recommendation. Telephone requests must be confirmed in writing prior to the meeting. Immediately following the "Announcement of Changes" portion of the agenda at the beginning of the meeting, the Commission will consider a request for a postponement that has been previously denied. Appeals filed under Civil Service Commission Rule 111A Position-Based Testing shall be considered on the date it is calendared for hearing except under extraordinary circumstances and upon mutual agreement between the appellant and the Department of Human Resources.

F. Policy and Procedure on Hearing Items Out of Order

Requests to hear items out of order are to be directed to the Commission President at the beginning of the agenda. The President will rule on each request. Such requests may be granted with mutual agreement among the affected parties.

G. Procedure for Commission Hearings

All Commission hearings on disputed matters shall conform to the following procedures: The Commission reserves the right to question each party during its presentation and, in its discretion, to modify any time allocations and requirements.

If a matter is severed from the *Consent Agenda* or the *Ratification Agenda*, presentation by the opponent will be for a maximum time limit of five (5) minutes and response by the departmental representative for a maximum time limit of five (5) minutes. Requests by the public to sever items from the [*Consent Agenda* or] *Ratification Agenda* must be provided with justification for the record.

For items on the *Regular Agenda*, presentation by the departmental representative for a maximum time of five (5) minutes and response by the opponent for a maximum time limit of five (5) minutes.

For items on the *Separations Agenda*, presentation by the department followed by the employee or employee's representative shall be for a maximum time limit of ten (10) minutes for each party unless extended by the Commission.

Each presentation shall conform to the following:

1. Opening summary of case (brief overview);
2. Discussion of evidence;
3. Corroborating witnesses, if necessary; and
4. Closing remarks.

The Commission may allocate five (5) minutes for each side to rebut evidence presented by the other side.

H. Policy on Audio Recording of Commission Meetings

As provided in the San Francisco Sunshine Ordinance, all Commission meetings are audio recorded in digital form. These audio recordings of open sessions are available starting on the day after the Commission meeting on the Civil Service Commission website at www.sfgov.org/civilservice/.

I. Speaking before the Civil Service Commission

Speaker cards are not required. The Commission will take public comment on all items appearing on the agenda at the time the item is heard. The Commission will take public comment on matters not on the Agenda, but within the jurisdiction of the Commission during the “Requests to Speak” portion of the regular meeting. Maximum time will be three (3) minutes. A subsequent comment after the three (3) minute period is limited to one (1) minute. The timer shall be in operation during public comment. Upon any specific request by a Commissioner, time may be extended.

J. Public Comment and Due Process

During general public comment, members of the public sometimes wish to address the Civil Service Commission regarding matters that may come before the Commission in its capacity as an adjudicative body. The Commission does not restrict this use of general public comment. To protect the due process rights of parties to its adjudicative proceedings, however, the Commission will not consider, in connection with any adjudicative proceeding, statements made during general public comment. If members of the public have information that they believe to be relevant to a matter that will come before the Commission in its adjudicative capacity, they may wish to address the Commission during the public comment portion of that adjudicative proceeding. The Commission will not consider public comment in connection with an adjudicative proceeding without providing the parties an opportunity to respond.

K. Policy on use of Cell Phones, Pagers and Similar Sound-Producing Electronic Devices at and During Public Meetings

The ringing and use of cell phones, pagers and similar sound-producing electronic devices are prohibited at this meeting. Please be advised that the Chair may order the removal from the meeting room of any person(s) responsible for the ringing or use of a cell phone, pager, or other similar sound-producing electronic devices.

Information on Disability Access

The Civil Service Commission normally meets in Room 400 (Fourth Floor) City Hall, 1 Dr. Carlton B. Goodlett Place. However, meetings not held in this room are conducted in the Civic Center area. City Hall is wheelchair accessible. The closest accessible BART station is the Civic Center, located 2 ½ blocks from City Hall. Accessible MUNI lines serving City Hall are 47 Van Ness Avenue, 9 San Bruno and 71 Haight/Noriega, as well as the METRO stations at Van Ness and Market and at Civic Center. For more information about MUNI accessible services, call (415) 923-6142. Accessible curbside parking has been designated at points in the vicinity of City Hall adjacent to Grove Street and Van Ness Avenue.

The following services are available on request 48 hours prior to the meeting; except for Monday meetings, for which the deadline shall be 4:00 p.m. of the last business day of the preceding week. For American Sign Language interpreters or the use of a reader during a meeting, a sound enhancement system, and/or alternative formats of the agenda and minutes, please contact the Commission office to make arrangements for the accommodation. Late requests will be honored, if possible.

Individuals with severe allergies, environmental illness, multiple chemical sensitivity or related disabilities should call our ADA coordinator at (628) 652-1107 or (628) 652-1100 to discuss meeting accessibility. In order to assist the City’s efforts to accommodate such people, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City to accommodate these individuals.

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

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

San Francisco Lobbyist Ordinance

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance (San Francisco Campaign and Governmental Conduct Code Section 2.100) to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 25 Van Ness Ave., Suite 220, San Francisco, CA 94102, telephone (415) 252-3100, fax (415) 252-3112 and web site <http://www.sfgov.org/ethics/>.



London Breed
Mayor

Carol Isen
Human Resources Director

Date: April 29, 2022

To: The Honorable Civil Service Commission

Through: Carol Isen
Human Resources Director

From: Cynthia Avakian, AIR
Joan Lubamersky / Lynn Khaw, ADM
Esperanza Zapien / Johanna Gendelman, HSA
Shawndrea Hale / Daniel Kwon, PUC
Jolie Gines, TIS
Amy Nuque, MTA
Kelly Hiramoto, DPH
Amanda Wentworth, TTX

Subject: **Personal Services Contracts Approval Request**

This report contains fifteen (15) 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 21/22 to date:

Total of this Report	YTD Expedited Approvals FY2021-2022	Total for FY2021-2022
\$63,233,100	\$195,130,266	\$2,297,304,240

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POSTING FOR

May 16, 2022

PROPOSED PERSONAL SERVICES CONTRACTS – REGULAR

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
45795 - 21/22	AIRPORT COMMISSION	\$9,000,000.00	The San Francisco International Airport ("SFO" or "Airport") requires a Contractor to assist in the development and creation of SFO's strategic marketing communications plans to ensure marketing and communication efforts are leveraging the latest technologies and techniques including mobile web and app development; social media, and email and digital marketing. The Contractor will also work with SFO to promote new airlines, support new airline routes and revenue generating tenants/operations such as parking, retail, food, beverage, and SFO's Hyatt Hotel.	June 1, 2022	May 31, 2026	REGULAR
43734 - 21/22	GENERAL SERVICES AGENCY - CITY ADMIN	\$18,000,000.00	Contractor(s) shall provide the City and County of San Francisco (the City) with unrestricted access to the following non-exhaustive list of types of technology research services: proprietary research and analysis about technology related trend; data and analytics; development and delivery; infrastructure and operations; sourcing and vendor management; strategy; change management; mission-critical solutions; security and risk; and enterprise architecture. These services are provided through access to online content in the form of research, technology related data, best practice tools, training materials, and advisory.	August 1, 2022	July 31, 2027	REGULAR
48655 - 21/22	GENERAL SERVICES AGENCY - CITY ADMIN	\$1,000,000.00	Contractor shall provide dry-cleaning services for City-owned items for the Department of Public Health (DPH) and Public Works (PW). The items requiring services for DPH include curtains, air mattress bed covers, tablecloths, table skirts, and napkins. The items requiring services for PW include coveralls and bibs. The proposed services contract may be used by other City departments as well.	June 1, 2022	May 31, 2025	REGULAR

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
49741 - 21/22	GENERAL SERVICES AGENCY - CITY ADMIN	\$4,000,000.00	Contractor shall provide towing, roadside assistance services, and storage for City-owned vehicles including light duty (Type I), medium duty (Type II), and heavy duty (Type V) for the City and County of San Francisco (the City), on behalf of Central Shops. These services shall be provided as-needed, 24/7, 365 days/year.	June 1, 2022	May 31, 2027	REGULAR
45073 - 21/22	HUMAN SERVICES	\$1,353,000.00	To provide a secure Instant Messaging Solution.	May 1, 2022	April 30, 2025	REGULAR
40159 - 21/22	PUBLIC UTILITIES COMMISSION	\$9,500,000.00	The SFPUC is issuing this RFP for the purpose of selecting and entering into an agreement with a professional services Contractor to provide as needed intermittent services related to implementation of the agency's Racial Equity Action Plan, Racial Justice Resolution and other racial equity priorities, and to make sure that City staff performing this work can access specialized services and training as needed. The scope of work will include project management and change management, system and capacity development, improvements to internal workforce systems, improvements to agency services and assets, employee engagement, staff training and facilitation, manager and supervisor training and coaching, employee support, community engagement, and effective and transparent communication.	October 1, 2022	August 1, 2026	REGULAR
44888 - 21/22	PUBLIC UTILITIES COMMISSION	\$2,330,100.00	Hetch Hetchy Water and Power (HHWP) facilities are located within the Stanislaus National Forest (STF) of the USFS, with the Cherry Reservoir watershed being located entirely within STF lands. These facilities attribute to the mission of serving the San Francisco and its Bay Area customers with reliable, high quality, and affordable water while ensuring water system reliability. The SFPUC provides funding to the STF for technical and professional services related to watershed and lands management.	July 1, 2022	June 30, 2027	REGULAR
48569 - 21/22	PUBLIC UTILITIES COMMISSION	\$300,000.00	The Consultant will assist SFPUC in conducting a nationwide search to fill the high-level positions which are critical to the San Francisco Public Utilities Commission (SFPUC) by recruiting candidates, screening candidates, conducting interviews, vetting candidates and assisting in negotiations. Staff from the proposed Recruitment Services Firm will meet with Executive Staff and other stakeholders of the SFPUC to	November 1, 2022	October 31, 2025	REGULAR

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
			determine the core competencies, prepare a work plan with detailed timeline to conduct a search and identify top qualified candidates. Additional activities include, but are not limited to the following Task Descriptions (1-5): 1) Meet with subject matter experts to obtain in-depth knowledge of position requirements, organizational needs, competencies and ideal candidate; 2) Develop recruitment strategy including development of refined job description, developing advertisement materials and diversity strategy; 3) Build candidate pool and source candidates through active recruitment and network; 4) Present candidate pool to organization, vetting candidate qualifications, conduct reference / background checks; 5) Establish final selection process with SMEs and work with organization to make a selection.			
48718 - 21/22	PUBLIC UTILITIES COMMISSION	\$8,000,000.00	The San Francisco Public Utilities Commission (SFPU), a department of the City and County of San Francisco ("City"), seeks to retain the services of a qualified Proposer to provide construction management (CM) staff augmentation services for the Treasure Island Wastewater Treatment Plant (TIWWTP). As part of the SFPU's Sewer System Improvement Program (SSIP), the existing Treasure Island Wastewater Treatment Plant will be replaced with a new wastewater treatment plant to provide reliable wastewater services for the island and to provide for the growing population. The CM staff augmentation services required for the TIWWTP Project includes construction resident engineering and office engineering services, field contract administration, construction contract administration, construction inspection, environmental inspection and project controls services. The SFPU will manage the staff augmentation team during the construction phase of this project for a duration under 5 years.	October 1, 2022	September 1, 2027	REGULAR
41485 - 21/22	GENERAL SERVICES AGENCY - TECHNOLOGY	\$6,000,000.00	This contract will consist of services for captioned text added to video for the City's Board of Supervisors' meetings, Mayor's press conferences, 14 City commissions video tape, and cablecast by the San Francisco Government Television (SEGovTV) on cable channels 26 and 78. Closed caption text will also be added to the original programs produced by SFGovTV for City departments.	March 9, 2022	December 31, 2027	REGULAR
42675 - 21/22	GENERAL SERVICES AGENCY - TECHNOLOGY	\$1,000,000.00	To expand its services and to provide equal access to all residents of the City. SFGovTV simulcasts its content on the internet. SFGovTV seeks a vendor that can:	July 1, 2022	June 30, 2027	REGULAR

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
			<ol style="list-style-type: none"> 1. Video stream the SFGovTV channel live 24/7. 2. Host SFGovTV video content for on-demand viewing. 3. Conserve the City's bandwidth. 4. Increase the quality of the live stream. 5. Provide universal format delivery to PC, MAC and mobile platforms. 6. Add additional functions to improve usability of SFGovTV archive content. 			

TOTAL AMOUNT \$60,483,100

POSTING FOR

May 16, 2022

PROPOSED PERSONAL SERVICES CONTRACTS – MODIFICATION

PSC Number	Commission Hearing Date	Department	Additional Amount	Cumulative Total	Description	Start Date	End Date	Approval Type
49631 - 20/21 - MODIFICATIONS	May 16, 2022	MUNICIPAL TRANSPORTATION AGENCY -- MTA	\$100,000	\$9,900,000	The contractor will lease, service and dispose of all tires used by the San Francisco Municipal Transit Agency (SFMTA) on all rubber-tire revenue vehicles. The SFMTA's rubber tire revenue fleet comprised of buses and trolleys that transport the public: diesel, hybrid buses and electric trolleys. The contractor, the will be responsible for; manufacturing, procuring and transporting a sufficient supply of tires as required to guarantee continuity of service; mounting and dismounting tires on and from the rim, balancing tires, changing wheels/rims maintaining proper tire pressure; recapping rear tires, providing emergency road-side service 24 hour / 7 days-a-week; conducting monthly maintenance checks on all tires providing required tools and equipment not furnished by SFMTA; and performing in-depth tracking of the tires	05/01/2022	04/30/2027	REGULAR

PSC Number	Commission Hearing Date	Department	Additional Amount	Cumulative Total	Description	Start Date	End Date	Approval Type
					<p>through all stages, including the federally-regulated disposal of thousands of tires. In addition, the contractor is responsible for following all federally mandated regulations and guidelines and maintaining all required licenses.</p> <p>Scope Change: The contractor will lease, service and dispose of all tires used by the San Francisco Municipal Transit Agency (SFMTA) on all rubber-tire revenue vehicles. The SFMTA's rubber tire revenue fleet comprised of buses and trolleys that transport the public: diesel, hybrid buses and electric trolleys. The contractor , the will be responsible for; manufacturing, procuring and transporting a sufficient supply of tires as required to guarantee continuity of service; mounting and dismounting tires on and from the rim, balancing tires, changing wheels/rims maintaining proper tire pressure; recapping rear tires, providing emergency road-side service 24 hour / 7 days-a-week; conducting monthly maintenance checks</p>			

PSC Number	Commission Hearing Date	Department	Additional Amount	Cumulative Total	Description	Start Date	End Date	Approval Type
					on all tires providing required tools and equipment not furnished by SFMTA; and performing in-depth tracking of the tires through all stages, including the federally-regulated disposal of thousands of tires. In addition, the contractor is responsible for following all federally mandated regulations and guidelines and maintaining all required licenses. To inspect, service and maintain the supplied wheel balancers in adherence with the manufactures recommendations to assure proper performance throughout the usable life.			
3094 - 12/13 - MODIFICATIONS	May 16, 2022	PUBLIC HEALTH -- DPH	\$2,500,000	\$3,825,000	The Contractor will provide as needed expert consultation and training on the very complex issues and procedures related to the City and DPH receiving reimbursement for services provided to patients/clients receiving services paid for by Federal monies administered through the State- medical Administrative Activities (MAA) and Targeted case Management (TCM) Programs. These programs allow DPH to receive approximately \$10 million dollars in revenue annually. This consultation	07/01/2022	12/31/2030	REGULAR

PSC Number	Commission Hearing Date	Department	Additional Amount	Cumulative Total	Description	Start Date	End Date	Approval Type
					consists of advising on validating staff time survey documentation, new issues anticipated from the programs transition to electronic claims submissions, and the expanded need and potential revenue possible with the advent of health care reform.			
42960 - 18/19 - MODIFICATIONS	May 16, 2022	PUBLIC UTILITIES COMMISSION -- PUC	\$150,000	\$375,000	Weekly Garbage and solid waste collections at Hetch Hetchy Water & Power, located in Area 4 of Tuolumne County. Moore Brothers is the sole vendor for solid waste collection and transportation in the Moccasin Area.	06/30/2022	09/30/2023	REGULAR
					The Offices of The Treasurer & Tax Collector (TTX) and the Controller's Office (CON) are seeking a vendor to provide design, development/configuration, installation, and implementation services to replace their legacy Property Tax Systems with a modern software solution. This is a multi-year project that has been planned alongside and will be implemented in parallel with the Office of the Assessor-Recorder (ASR) project to replace their legacy property			
46598 - 17/18 - MODIFICATIONS	May 16, 2022	TREASURER/TAX COLLECTOR -- TTX	\$0	\$20,000,000		04/06/2022	11/14/2028	REGULAR

PSC Number	Commission Hearing Date	Department	Additional Amount	Cumulative Total	Description	Start Date	End Date	Approval Type
					assessment system. Upon completion of implementation, training and knowledge transfer will be provided to City staff who will provide support services for the system.			

TOTAL AMOUNT \$2,750,000

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

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: AIRPORT COMMISSION -- AIR

Dept. Code: AIR

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

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

Type of Service: Marketing and Communications Services

Funding Source: Airport Operating Funds

PSC Amount: \$9,000,000

PSC Est. Start Date: 06/01/2022

PSC Est. End Date 05/31/2026

1. Description of Work

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

The San Francisco International Airport ("SFO" or "Airport") requires a Contractor to assist in the development and creation of SFO's strategic marketing communications plans to ensure marketing and communication efforts are leveraging the latest technologies and techniques including mobile web and app development, social media, and email and digital marketing. The Contractor will also work with SFO to promote new airlines, support new airline routes and revenue generating tenants/operations such as parking, retail, food, beverage, and SFO's Hyatt Hotel.

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

This service is necessary to ensure SFO is competitive with other airports. Marketing programs are needed to boost non-aviation revenues streams, which help reduce the cost for the airlines to do business at SFO, which makes SFO more attractive to new airlines. Having a strategic plan in place will ensure SFO is able to effectively use these new technologies and functionalities to our benefit. Denial will mean a lack of effective marketing communication efforts and a loss of competitive advantage to other airports.

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.

These services have been previously approved under PSC #4010-11/12 and 4011-11/12.

D. Will the contract(s) be renewed?

Yes, if there is continues to be a need for such services at the Airport.

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:

The work involved requires a range of knowledge and expertise in creating and delivering strategic marketing communications strategies, plans, and programs for international gateway airports.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Experience and expertise in creating, producing, and running marketing and communication campaigns specifically for airports and joint marketing services with airlines and other airport tenants; developing strategies for using digital media, and purchasing and scheduling advertisements. Additionally expertise and skills are required in producing and executing internal and external communications programs, social media campaigns, and digital asset management specifically for international gateway airports that address all communities to ensure that communications are equitable and inclusive, and the functionality of social media in emergency communications.

B. Which, if any, civil service class(es) normally perform(s) this work? 1062, IS Programmer Analyst; 1063, IS

Programmer Analyst-Senior; 1064, IS Prg Analyst-Principal; 1310, Public Relations Assistant; 1766, Media Production Tech; 1767, Media Programming Spec; 1769, Media Production Supv; 1770, Photographer; 5320, Illustrator and Art Designer; 5322, Graphic Artist; 5330, Graphics Supervisor; 0923, Manager II; 9251, Public Relations Mgr; 0931, Manager III; 0941, Manager VI; 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?

None, as these services require specialized experience in strategic communications for international gateway airports, as well as marketing industry knowledge applicable to airports, which are not available through City resources.

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

A. Explain why civil service classes are not applicable.

Civil service classifications are not applicable as this work requires knowledge of strategic marketing and communications plans for international gateway airports on a project-specific basis. This work also requires personnel that is familiar with pricing, purchasing, valuation, and bartering ad space. The SFO Director of Marketing & Communications (0941) will oversee the Contractor with the assistance of the Marketing Manager (0923) and Capital Projects Marketing Manager (0931).

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, as each project varies and requires a wide range of project-based expertise in running marketing and communications campaigns for airports and joint marketing services with airlines and other airport tenants.

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. No training will be provided by the Contractor as the work requires creative marketing experts with knowledge of local and international airport markets.

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 02/17/2022, the Department notified the following employee organizations of this PSC/RFP request:

Municipal Executive Association; Prof & Tech Eng, Local 21; SEIU 1021 Miscellaneous; Theatrical Stage Employees, L16

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@flysfso.com

Address: P.O. Box 8049 San Francisco, CA 94128

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 45795 - 21/22

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 05/16/2022

Receipt of Union Notification(s)

From: dhr-psccordinator@sfgov.org on behalf of cynthia.avakian@flysfso.com
To: [Cynthia Avakian \(AIR\)](mailto:Cynthia.Avakian@AIR); sal@local16.org; jb@local16.org; [Frigault, Noah \(HRC\)](mailto:Frigault.Noah@HRC); [Meyers, Julie \(HSA\)](mailto:Meyers.Julie@HSA); thomas.vitale@seiu1021.org; [Ricardo.lopez@sfgov.org](mailto:Ricardo.Lopez@sfgov.org); [Basconcillo, Katherine \(PUC\)](mailto:Basconcillo.Katherine@PUC); pcamarillo_seiu@sbcglobal.net; Wendy.Frigillana@seiu1021.org; pscreview@seiu1021.org; ted.zarzecki@seiu1021.net; davidmkersten@gmail.com; xiumin.li@seiu1021.org; [Poon, Sin Yee \(HSA\)](mailto:Poon.SinYee@HSA); david.canham@seiu1021.org; jtanner940@aol.com; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; pkim@ifpte21.org; amakayan@ifpte21.org; L21PSCReview@ifpte21.org; [Laxamana, Junko \(BOS\)](mailto:Laxamana.Junko@BOS); Criss@sfmea.com; camaguey@sfmea.com (contact); Christina@sfmea.com; staff@sfmea.com; [Janelle.Dung-Sapantay \(AIR\)](mailto:Janelle.Dung-Sapantay@AIR); [DHR-PSCCoordinator, DHR \(HRD\)](mailto:DHR-PSCCoordinator,DHR@HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 45795 - 21/22
Date: Thursday, February 17, 2022 5:10:02 PM

RECEIPT for Union Notification for PSC 45795 - 21/22 more than \$100k

The AIRPORT COMMISSION -- AIR has submitted a request for a Personal Services Contract (PSC) 45795 - 21/22 for \$9,000,000 for Initial Request services for the period 06/01/2022 – 05/31/2026. 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/17672> 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: AIRPORT COMMISSIONDept. Code: AIRType of Request: Initial Modification of an existing PSC (PSC # 4010-11/12)Type of Approval: Expedited Regular Annual Continuing (Omit Posting)Type of Service: Strategic marketing –development and execution of innovation , cost-effective, high-impact marFunding Source: Airport Operating FundsPSC Original Approved Amount: \$7,000,000PSC Original Approved Duration: 09/01/11 - 08/30/18 (7 years)PSC Mod#1 Amount: \$3,500,000PSC Mod#1 Duration: 06/21/17-02/28/22 (3 years 26 weeks)PSC Mod#2 Amount: \$3,000,000PSC Mod#2 Duration: no duration addedPSC Mod#3 Amount: \$2,000,000PSC Mod#3 Duration: 02/28/22-12/31/22 (43 weeks 5 days)PSC Cumulative Amount Proposed: \$15,500,000PSC Cumulative Duration Proposed: 11 years 17 weeks**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

Continue to develop SFO's marketing plan and execute specific marketing plan to attract new airlines, support new airlines routes and other revenue generating tenants (such as retail ,food and beverage) as well as SFO departments (such as parking). These programs will focus on the creation of advertising and promotional campaigns, joint marketing programs with airlines and concessionaires, purchasing to battering advertising space or airtime and the development of a digital.

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

New and existing airlines who are expecting service require marketing support to be successful in a very competitive global marketplace. Marketing programs are needed to ensure non-aviation revenues streams, which help reduce the cost for the airlines to do business at SFO, therefore making SFO more attractive to new airlines.

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, PSC 4010-11/12

D. Will the contract(s) be renewed?

Yes, if there is continues to be a need for such services at the Airport.

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 the contract to align with the option term.

2. Reason(s) for the Request

A. Display all that apply

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

Explain the qualifying circumstances:

Work involves short-term, intermittent projects requiring a range of knowledge and expertise that changes from project to project.

B. Reason for the request for modification:

Need to increase the contract amount and extend the contract term.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Experience and expertise in developing and implementing customer-oriented strategic marketing plans; creating, producing and running marketing campaigns for airports and joint marketing services with airlines and other airport tenants; developing strategies for using digital media and purchasing, bartering and placing ads both locally and internationally.

B. Which, if any, civil service class(es) normally perform(s) this work? 5330, Graphics Supervisor;

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.

This work involves short intermittent projects requiring a wide range of knowledge and expertise that changes from project to project. The work is highly specialized, requiring personnel with pricing, purchasing and bartering ad space familiarity. A portion of the contract will be used for purchasing ad space and will not be used for services. While civil service classifications do not perform this work, the SFO Deputy Director of Communications & Marketing (0955) and the Marketing Manager (0923) will oversee the contractor.

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 changing natures of the work makes the adoption of a new classification impractical.

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 anticipated as the work is highly specialized and requires creative marketing industry experts.

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, Fuseideas/EIS Design, Davis & Associates, Hill & Knowlton

7. **Union Notification:** On 05/14/20, the Department notified the following employee organizations of this PSC/RFP request:
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: Cynthia Avakian Phone: 650-821-2014 Email: cynthia.avakian@flysfo.com

Address: P.O. Box 8097, San Francisco, CA 94128

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4010-11/12

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 06/05/2020

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: AIRPORT COMMISSION

Dept. Code: AIR

Type of Request: Initial Modification of an existing PSC (PSC # 4011-11/12)

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

Type of Service: Strategic Communications Plan

Funding Source: Airport Operating Funds

PSC Original Approved Amount: \$4,200,000

PSC Original Approved Duration: 09/01/11 - 06/30/18 (6 years 43 weeks)

PSC Mod#1 Amount: \$2,100,000

PSC Mod#1 Duration: 08/01/17-11/15/21 (3 years 19 weeks)

PSC Mod#2 Amount: \$2,000,000

PSC Mod#2 Duration: 11/15/21-12/31/22 (1 year 6 weeks)

PSC Cumulative Amount Proposed: \$8,300,000

PSC Cumulative Duration Proposed: 11 years 17 weeks

1. Description of Work

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

Create SFO's strategic communications plan to ensure internal and external communications capabilities at leveraging the latest technologies including mobile device applications (Apps), social media, and social networking. To ensure SFO is compliant with all governmental regulations pertaining to communications issues including but not limited to section 508 of the Rehabilitation Act (29 U.S.C. §

794 d) (at <http://www.section508.gov/>) as amended by the Workforce Investment Act of 1998 (P.L. 105-220), Aug 7, 1998. To ensure SFO is competitive with other airports in terms of web, web content management, social media capability and effectiveness, and community outreach.

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

Technology and adoption continues to evolve at a rapid pace. This drives the way we communicate with our customers, our vendors, and our employees. It also drives the way news is disseminated, the way we research, compile, and share information. Having a strategic plan in place will ensure SFO is able to effectively use these new technologies and functionalities to our benefit. Denial will mean a lack of effective communication efforts and a loss competitive advantage to other airports.

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, PSC 4011-11/12

D. Will the contract(s) be renewed?

Yes, if there continues to be a need at the Airport.

- 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 align with the contract term.

2. Reason(s) for the Request

- A. Display all that apply

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

Explain the qualifying circumstances:

Specialized services are required on an as-needed and periodic, project-based basis.

- B. Reason for the request for modification:

Need to increase the amount and extend the term of these contracts.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Expertise and skills in developing and implementing strategic communications plans; producing and executing communications programs, social media campaigns, digital asset management including but not limited to section 805 of the Rehabilitation Act (<http://www.section508.gov>), search engine optimization (SEO) strategies, and web based solutions for international gateway airports that address the internal communities, the external communities, and the functionality of social media in emergency communications.

B. Which, if any, civil service class(es) normally perform(s) this work? 5330, Graphics Supervisor;

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 classifications are not applicable as this work requires knowledge of strategic communications plans for international gateway airports on a project-specific basis.

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, as work is short-term and requires a wide range of project-based expertise in international gateway airports.

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.
Contractor will provide 40 hours of website training for Airport ITT Application Development team of approximately 5 staff members.
- 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, Davis & Associates, Hill & Knowlton

7. Union Notification: On 05/14/20, the Department notified the following employee organizations of this PSC/RFP request:

Prof & Tech Eng. Local 21:

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 94128

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 4011-11/12

DHR Analysis/Recommendation:

06/15/2020

Commission Approval Required

Approved by Civil Service Commission

06/15/2020 DHR Approved for 06/15/2020

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: GENERAL SERVICES AGENCY - CITY ADMIN -- ADM

Dept. Code: ADM

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

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

Type of Service: Subscription and Advisory Services

Funding Source: General Fund

PSC Duration: 5 years

PSC Amount: \$18,000,000

1. Description of Work

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

Contractor(s) shall provide the City and County of San Francisco (the City) with unrestricted access to the following non-exhaustive list of types of technology research services: proprietary research and analysis about technology related trend; data and analytics; development and delivery; infrastructure and operations; sourcing and vendor management; strategy; change management; mission-critical solutions; security and risk; and enterprise architecture. These services are provided through access to online content in the form of research, technology related data, best practice tools, training materials, and advisory.

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

The technology-related research and advisory services are essential to the City's technology functions. The City's technology managers need to gain access to the latest proprietary data and research in order to ensure that the City has technology that is up-to-date and that is adequately secure in lieu of the ongoing cybersecurity attacks. Without access to the requested technology-related research and advisory services, City technology managers will not be able to make well-informed technology related decisions based on proven research, data, industry standards, and best practices for their specific projects, which in turn will negatively affect the City overall. The City needs to make strategic technology purchasing decisions in order to ensure that the City is remaining competitive, relevant, and proactive in regards to technology development/advancement and cyber security risk abatement measures.

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.

The services were previously provided under the PSC #47642 - 18/19, attached.

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.

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

B. Explain the qualifying circumstances:

No, the City doesn't have resources or the expertise to conduct large scale, global technology-related research and analysis. And the services required are sporadic.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: In order to adequately provide the City with the requested access to online content pertaining to technology research and advisory services, the contractor must have expertise in conducting

large scale technology-related research and analysis on technology trends and predictions, data and analytics, development and delivery, infrastructure and operations, sourcing and vendor management, strategy, change management, mission-critical solutions, security and risk, and enterprise architecture.

B. Which, if any, civil service class(es) normally perform(s) this work? 1044, IS Engineer-Principal; 1054, IS Business Analyst-Principal; 1070, IS Project Director;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: The contractor shall provide the City access to online content with technology research and advisory services.

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

The City doesn't have resources or the expertise to perform the work, and the services required are sporadic.

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

A. Explain why civil service classes are not applicable.

The City doesn't have resources or the expertise to conduct large scale, global technology-related research and analysis. And the services required are sporadic.

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 City doesn't have resources or the expertise to conduct large scale, global technology-related research and analysis. And the services required are sporadic.

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. No training will be 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 03/21/2022, the Department notified the following employee organizations of this PSC/RFP request:

Prof & Tech Eng, Local 21

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

Name: Lynn Khaw Phone: 4155546296 Email: lynn.khaw@sfgov.org

Address: City Hall, Room 430 San Francisco, CA

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 43734 - 21/22

DHR Analysis/Recommendation:
Commission Approval Required
DHR Approved for 05/16/2022

Civil Service Commission Action:

Receipt of Union Notification(s)

From: dhr-psccordinator@sfgov.org on behalf of lynn.khaw@sfgov.org
To: [Khaw, Lynn \(ADM\); WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; pkim@ifpte21.org; amakayan@ifpte21.org; L21PSCReview@ifpte21.org; Khaw, Lynn \(ADM\); DHR-PSCCoordinator, DHR \(HRD\)](mailto:Khaw,Lynn(ADM);WendyWong26@yahoo.com;wendywong26@yahoo.com;tmathews@ifpte21.org;kschumacher@ifpte21.org;pkim@ifpte21.org;amakayan@ifpte21.org;L21PSCReview@ifpte21.org;Khaw,Lynn(ADM);DHR-PSCCoordinator,DHR(HRD))
Subject: Receipt of Notice for new PCS over \$100K PSC # 43734 - 21/22
Date: Monday, March 21, 2022 5:35:48 PM

RECEIPT for Union Notification for PSC 43734 - 21/22 more than \$100k

The GENERAL SERVICES AGENCY - CITY ADMIN -- ADM has submitted a request for a Personal Services Contract (PSC) 43734 - 21/22 for \$18,000,000 for Initial Request services for the period 08/01/2022 – 07/31/2027. 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/18111> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again , change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

Additional Attachment(s)

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: GENERAL SERVICES AGENCY - CITY ADMIN

Dept. Code: ADM

Type of Request: Initial Modification of an existing PSC (PSC # 47642 - 18/19)

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

Type of Service: Advisory services on proprietary published data and data

Funding Source: Departments using contract will determine

PSC Original Approved Amount: \$5,000,000 PSC Original Approved Duration: 05/01/19 - 04/30/22 (3 years)

PSC Mod#1 Amount: no amount added PSC Mod#1 Duration: 02/14/22-07/31/22 (13 weeks 1 day)

PSC Cumulative Amount Proposed: \$5,000,000 PSC Cumulative Duration Proposed: 3 years 13 weeks

1. Description of Work

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

In February 2019, the City and County of San Francisco's Office of Contract Administration (OCA) issued a Request for Proposals (RFP) seeking proposals from research and advisory companies that publish and provide online access to their proprietary research and analysis about to technology-related trends and predictions, data and analytics, development and delivery, infrastructure and operations, sourcing and vendor management, strategy, change management, mission-critical solutions, security and risk, and enterprise architecture. Optionally, proposers could also offer limited advisory services and would enable technology managers to request more in-depth and customized data, research and analysis related specifically to their business needs.

OCA now seeks to execute a contract with the entities selected pursuant to its RFP for a term of three years. Under these contracts, City departments can subscribe to each proposers' proprietary research and data, as well as certain advisory service related thereto. The combined not to exceed value of such advisory services shall not exceed \$5,000,000 over three years.

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

The technology-related research and advisory services offered by these companies enables City technology managers to gain access to proprietary data and research to which they would not otherwise have access. Without the aid of such advisory services, City technology managers cannot make well-informed technology related decisions based on proven research, data, industry standards and best practices related specifically to their projects.

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 47642 - 18/19

D. Will the contract(s) be renewed?

At this time, OCA does not anticipate that the two contracts will be renewed. However, we will issue a new RFP prior to each contract's expiration date so as to ensure new term contracts are in place with entities that can provide the types of technology-related research and data such as those selected pursuant to this RFP.

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

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

Explain the qualifying circumstances:

City employees do not have the expertise required in conducting large scale technology related research and analysis on technology trends and predictions, data and analytics, development and delivery, infrastructure and operations, sourcing and vendor management, strategy, change management, mission-critical solutions, security and risk, and enterprise architecture.

B. Reason for the request for modification:

Add time only - 3 months.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Expertise is required in conducting large scale technology-related research and analysis on technology trends and predictions, data and analytics, development and delivery, infrastructure and operations, sourcing and vendor management, strategy, change management, mission-critical solutions, security and risk, and enterprise architecture.

B. Which, if any, civil service class(es) normally perform(s) this work? 1054, IS Business Analyst-Principal; 1070, IS Project Director;

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.

Although City employees could theoretically conduct their own research and data gathering, they would not possess either the resources or the expertise required to conduct large scale, global technology-related research and analysis on the subject matters described herein.

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. although City employees could theoretically conduct their own research and data gathering, they would not possess either the resources or the expertise required to conduct large scale, global technology-related research and analysis on the subject matters described herein

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 will be 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 02/14/22, the Department notified the following employee organizations of this
PSC/RFP request:
Architect & Engineers, Local 21;

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

Name: Lynn Khaw Phone: 4155546296 Email: lynn.khaw@sfgov.org

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 47642 - 18/19

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 02/22/2022

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: GENERAL SERVICES AGENCY - CITY ADMIN -- ADM

Dept. Code: ADM

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

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

Type of Service: As-Needed Dry-Cleaning Services

Funding Source: General Fund

PSC Duration: 3 years

PSC Amount: \$1,000,000

1. Description of Work

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

Contractor shall provide dry-cleaning services for City-owned items for the Department of Public Health (DPH) and Public Works (PW). The items requiring services for DPH include curtains, air mattress bed covers, tablecloths, table skirts, and napkins. The items requiring services for PW include coveralls and bibs. The proposed services contract may be used by other City departments as well.

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

The DPH and PW require dry-cleaning services for various City-owned items in order to ensure that City employees have clothing or linens that are consistently professional in appearance (no wrinkles), clean, and sanitized. The City does not have its own dry-cleaning facilities and it is impractical for the City to invest in the equipment or machines for these services. For PW, without this contract, the department will be in violation of a labor agreement for not providing professionally cleaned apparels or clothing for employees to use or wear. And for DPH, without this contract, it will pose sanitation and hygiene issues as well. The City is required to provide and maintain linens and clothing in a clean and sanitary conditions for employees to wear or use.

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.

The services were provided using other City procurement methods.

D. Will the contract(s) be renewed?

If funds are available and the services from the awarded supplier are reliable and satisfactory to the City, this contract will be renewed.

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).

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

B. Explain the qualifying circumstances:

These services are as-needed to fulfill the dry-cleaning services for DPH and PW. The City doesn't have employees or facilities to perform the work.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Contractor must comply with all relevant industry standard requirements for dry-cleaning services related to its business operations and the environmental safety requirements. The requirements are CAL/OSHA- Title 8; California Code of Regulations (CCR) Title 26. Toxics. Division 11; State Board of Fabric Care (Title 16), Sections 512, 512.2, 555.1, 555.3, 555.6, and 556; OSHA Public Law 91-596; and California Code of

Regulations (CCR) Title 22.

- B. Which, if any, civil service class(es) normally perform(s) this work? 2770, Senior Laundry Worker;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Contractor will be taking the items to their laundering facilities to perform dry-cleaning.

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

There are no resources available within the City.

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

- A. Explain why civil service classes are not applicable.
Currently there are no civil service classifications that perform these services.
- 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 City doesn't have the facilities to perform 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 contract? If so, please explain what that will entail; if not, explain why not.
No. No training will be 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 02/19/2022, 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: Lynn Khaw Phone: 4155546296 Email: lynn.khaw@sfgov.org

Address: City Hall, RM 430 San Francisco, CA

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 48655 - 21/22

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 05/16/2022

Receipt of Union Notification(s)

Khaw, Lynn (ADM)

From: dhr-psccordinator@sfgov.org on behalf of lynn.khaw@sfgov.org
Sent: Saturday, February 19, 2022 8:25 PM
To: Khaw, Lynn (ADM); Frigault, Noah (HRC); Meyers, Julie (HSA); thomas.vitale@seiu1021.org; Ricardo.lopez@sfgov.org; Basconcillo, Katherine (PUC); pcamarillo_seiu@sbcglobal.net; Wendy.Frigillana@seiu1021.org; pscreview@seiu1021.org; ted.zarzecki@seiu1021.net; davidmkersten@gmail.com; xiumin.li@seiu1021.org; Poon, Sin Yee (HSA); david.canham@seiu1021.org; jtanner940@aol.com; Khaw, Lynn (ADM); DHR-PSCCoordinator, DHR (HRD)
Subject: Receipt of Notice for new PCS over \$100K PSC # 48655 - 21/22

RECEIPT for Union Notification for PSC 48655 - 21/22 more than \$100k

The GENERAL SERVICES AGENCY - CITY ADMIN -- ADM has submitted a request for a Personal Services Contract (PSC) 48655 - 21/22 for \$1,000,000 for Initial Request services for the period 06/01/2022 – 05/31/2025. 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:

<http://apps.sfgov.org/dhrdrupal/node/18001> 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: GENERAL SERVICES AGENCY - CITY ADMIN -- ADM

Dept. Code: ADM

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

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

Type of Service: As-Needed Towing and Roadside Assistance for City-Owned Vehicles

Funding Source: General Fund

PSC Duration: 5 years

PSC Amount: \$4,000,000

1. Description of Work

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

Contractor shall provide towing, roadside assistance services, and storage for City-owned vehicles including light duty (Type I), medium duty (Type II), and heavy duty (Type V) for the City and County of San Francisco (the City), on behalf of Central Shops. These services shall be provided as-needed, 24/7, 365 days/year.

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

These services are necessary because City-owned vehicles break down on streets and freeway/highways, in the San Francisco Bay Area with nine counties: San Francisco, San Mateo, Santa Clara, Alameda, Contra Costa, Solano, Napa, Sonoma, and Marin. Additionally, City-owned vehicles may travel to and from the San Francisco Public Utilities Commission's (SFPUC) Hetch Hetchy Water & Power in Moccasin, California and other areas for City's business. Vehicles that require a tow will be picked up and returned to a City facility for repairs.

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.

These services are being provided using different procurement methods. And similar services are being performed for large vehicles such as buses and trolleys for the San Francisco Municipal Transportation Agency (SFMTA) under PSC #47215 - 20/21, attached.

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).

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

B. Explain the qualifying circumstances:

These services are required on an as-needed basis, 24/7 and 365 days/year, when vehicles break down on streets and freeway/highways.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Contractor must be available 24/7, 365 days/year for emergency road side assistance service to tow City-owned vehicles, including but not limited to sedans, trucks, SUVs, street sweepers, etc.

B. Which, if any, civil service class(es) normally perform(s) this work? 7381, Automotive Mechanic; 7410, Automotive Service Worker;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes, contractor will provide tow trucks with specialize equipment to tow small and large size vehicles.

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

No resources are available because the City doesn't have tow trucks with specialized equipment.

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

A. Explain why civil service classes are not applicable.

No resources are available because the City doesn't have tow trucks with specialized equipment.

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. These services are required on an as-needed basis and be available 24/7, 365 days/year.

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 will be provided as there will be no City employee's engagement with contractor in the servicing of 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.
No.

7. **Union Notification:** On 03/18/2022, the Department notified the following employee organizations of this PSC/RFP request:
Automotive Machinists, Local 1414; TWU - Automotive Service Worker

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

Name: Lynn Khaw Phone: 4155546296 Email: lynn.khaw@sfgov.org

Address: City Hall, Room 430 San Francisco, CA

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 49741 - 21/22

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 05/16/2022

Receipt of Union Notification(s)

From: dhr-psccordinator@sfgov.org on behalf of lynn.khaw@sfgov.org
To: [Khaw, Lynn \(ADM\); mdennis@twusf.org; roger_marenco; pwilson@twusf.org; Mjayne@iam1414.org; agonzalez@iam1414.org; speedy4864@aol.com; Khaw, Lynn \(ADM\); DHR-PSCCoordinator, DHR \(HRD\)](mailto:Khaw, Lynn (ADM); mdennis@twusf.org; roger_marenco; pwilson@twusf.org; Mjayne@iam1414.org; agonzalez@iam1414.org; speedy4864@aol.com; Khaw, Lynn (ADM); DHR-PSCCoordinator, DHR (HRD))
Subject: Receipt of Notice for new PCS over \$100K PSC # 49741 - 21/22
Date: Friday, March 18, 2022 6:41:11 PM

RECEIPT for Union Notification for PSC 49741 - 21/22 more than \$100k

The GENERAL SERVICES AGENCY - CITY ADMIN -- ADM has submitted a request for a Personal Services Contract (PSC) 49741 - 21/22 for \$4,000,000 for Initial Request services for the period 06/01/2022 – 05/31/2027. 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/18145> 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: MUNICIPAL TRANSPORTATION AGENCY

Dept. Code: MTA

Type of Request: Initial Modification of an existing PSC (PSC # 47215 - 20/21)

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

Type of Service: Bus Towing and Roadside Assistance

Funding Source: Operating Funds

PSC Original Approved Amount: \$1,200,000 PSC Original Approved Duration: 07/01/21 - 06/30/25 (4 years)

PSC Mod#1 Amount: \$4,800,000 PSC Mod#1 Duration: 03/01/22-02/28/27 (1 year 34 weeks)

PSC Cumulative Amount Proposed: \$6,000,000 PSC Cumulative Duration Proposed: 5 years 34 weeks

1. Description of Work

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

Contractor will provide 24-hour, 7 days a week as-needed roadside assistance and/or towing services for San Francisco Municipal Transportation Agency (SFMTA's) rubber tire revenue vehicles, to include diesel, electric, and electric buses and trolleys.

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

The service is necessary because broken down buses and trolleys must be either promptly repaired or towed to SFMTA repair facilities. If this service is denied, the SFMTA will not be able to respond to disabled buses and trolleys that must be repaired or removed from the locations where they break downs.

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 PSC 47215 20/21 approved 10/19/2020

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 service provider must possess the ability to tow a bus or trolley using a Lowboy trailer and be able to provide year-round, 24-hour emergency roadside service (such as tire inflation in order to move a bus or trolley)

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:

The City lacks staffing, facility space and the required equipment.

B. Reason for the request for modification:

Extension of the contract and more funding added to the contract

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: The service provider must possess the ability to tow a bus or trolley using a Lowboy trailer and be able to provide year-round, 24-hour emergency roadside service (such as tire inflation in order to move a bus or trolley).
- B. Which, if any, civil service class(es) normally perform(s) this work? 7381, Automotive Mechanic; 7410, Automotive Service Worker;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. The awarded contractor must have a tow truck with Lowboy trailer for towing a bus or trolley. The SFMTA does not have this specialized equipment.

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.
While civil service classes could perform the work, the work requires utilization of specialized equipment that the SFMTA does not have.
- 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 work requires that the SFMTA have specialized equipment used for towing buses and trolleys.

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.
None
- 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, PSC47215 20/21 approved 10/19/2020
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.
Yes, current contractor will mostly continue the proposed work.

**7. Union Notification: On 12/06/21, the Department notified the following employee organizations of this PSC/RFP request:
TWU - Automotive Service Worker; Automotive Machinists, Local 1414;**

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

Name: Amy NUQUE Phone: 415-646-2802 Email: amy.nuque@sfmta.com

Address: 1 S Van Ness Ave, HR ELR, 6th Fl, 6029

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 47215 - 20/21

DHR Analysis/Recommendation:

02/07/2022

Commission Approval Required

Approved by Civil Service Commission

02/07/2022 DHR Approved for 02/07/2022

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: HUMAN SERVICES -- DSS

Dept. Code: DSS

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

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

Type of Service: Secure Messaging

Funding Source: State, Local, Fed

PSC Amount: \$1,353,000

PSC Est. Start Date: 05/01/2022

PSC Est. End Date 04/30/2025

1. Description of Work

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

To provide a secure Instant Messaging Solution.

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

San Francisco Human Services Agency (HSA) staff increasingly encounter clients who are unwilling, or cannot, use email when communicating regarding benefits and case related matters. Instant Messaging (IM) is an alternative that works well in such circumstances; however, a serious drawback is that communications conducted via IM are not confidential – information contained in IM messages can be intercepted and read by a 3rd party. As such, sensitive information (Personal Identifiable Information (PII) or Protected Health Information (PHI)) cannot be protected when using regular IM. This prevents HSA staff from using IM when conducting business with clients. Using a secure version of IM, known as secure IM, communications are protected by encrypting messages. Consequences of denial for this service would mean missing the opportunities to communicate with clients in a manner that they felt comfortable doing thereby potentially causing delays to benefits by having to wait to speak in person or other means of communication.

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 service has not been provided in the past.

D. Will the contract(s) be renewed?

Yes. Depending on funding, need, and performance.

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

B. Explain the qualifying circumstances:

The city does not currently own a software solution for a secure Instant Messaging system.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Creating IT based supportive systems is a very specialized service in programming and the expertise to integrate, manage, and support these systems requires specialized knowledge of the contracted system and compliance mandates. These tend to be proprietary business solutions that have been previously developed and are used by multiple agencies across many states and counties.

B. Which, if any, civil service class(es) normally perform(s) this work? 1053, IS Business Analyst-Senior; 1063, IS Programmer Analyst-Senior;

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?

These services are highly specialized and mostly proprietary business solutions that are used by multiple agencies across many states and counties in packages that utilize inter-county data reporting, sharing, and system-wide compliance updates at all levels. Creating IT based supportive systems for the HSA is a very specialized service and the expertise to integrate, manage, and support these systems requires specialized knowledge of the contracted system.

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 mostly proprietary business solutions that are used by multiple agencies across many states and counties in packages that utilize inter-county data reporting, sharing, and system-wide compliance updates at all levels. Creating IT based supportive systems for HSA is a very specialized service and the expertise to integrate, manage, and support these systems requires specialized knowledge of the system.

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 as the work needed would need to span and coordinate with multiple municipalities and/or the project is highly specialized and would best to be performed by an independent organization that has specific expertise with similar projects.

6. Additional Information

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

B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.
Yes. Training is on the use of the final product for end-users. These are mostly online or in-application but can be intermittently on-site a few times per year as needed.

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 03/18/2022, the Department notified the following employee organizations of this PSC/RFP request:
Architect & Engineers, 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: johanna.gendelman Phone: 415-557-5507 Email: johanna.gendelman@sfgov.org

Address: 1650 Mission Street, 5th Floor San Francisco, CA 94103

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 45073 - 21/22

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 05/16/2022

Receipt of Union Notification(s)

From: dhr-psccordinator@sfgov.org on behalf of johanna.gendelman@sfgov.org
To: [Gendelman, Johanna \(HSA\); Laxamana, Junko \(BOS\); amakayan@ifpte21.org; ecassidy@ifpte21.com; WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; kpage@ifpte21.org; eerbach@ifpte21.org; pkim@ifpte21.org; L21PSCReview@ifpte21.org; Acevedo, Annyse \(HSA\); DHR-PSCCoordinator, DHR \(HRD\)](mailto:Gendelman,Johanna(HSA);Laxamana,Junko(BOS);amakayan@ifpte21.org;ecassidy@ifpte21.com;WendyWong26@yahoo.com;wendywong26@yahoo.com;tmathews@ifpte21.org;kschumacher@ifpte21.org;kpage@ifpte21.org;eerbach@ifpte21.org;pkim@ifpte21.org;L21PSCReview@ifpte21.org;Acevedo,Annyse(HSA);DHR-PSCCoordinator,DHR(HRD)@ifpte21.org)
Subject: Receipt of Notice for new PCS over \$100K PSC # 45073 - 21/22
Date: Friday, March 18, 2022 2:17:08 PM

RECEIPT for Union Notification for PSC 45073 - 21/22 more than \$100k

The HUMAN SERVICES -- DSS has submitted a request for a Personal Services Contract (PSC) 45073 - 21/22 for \$1,353,000 for Initial Request services for the period 05/01/2022 – 04/30/2025. 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:

<http://apps.sfgov.org/dhrdrupal/node/18146> 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: Professional Service

Funding Source: GM COA

PSC Duration: 3 years 43 weeks

PSC Amount: \$9,500,000

1. Description of Work

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

The SFPUC is issuing this RFP for the purpose of selecting and entering into an agreement with a professional services Contractor to provide as needed intermittent services related to implementation of the agency's Racial Equity Action Plan, Racial Justice Resolution and other racial equity priorities, and to make sure that City staff performing this work can access specialized services and training as needed. The scope of work will include project management and change management, system and capacity development, improvements to internal workforce systems, improvements to agency services and assets, employee engagement, staff training and facilitation, manager and supervisor training and coaching, employee support, community engagement, and effective and transparent communication.

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

In 2020, the SFPUC completed its first-ever Racial Equity Action Plan under direction from the SF Office of Racial Equity, and the SFPUC Commission also passed a resolution entitled, "Condemning Systemic Racism and Taking Action to Promote Justice". Both of these charging documents require significant focused attention to implement, as this is an entirely new area of focused work for the agency. The City staff performing racial equity work will utilize this RFP to access external support to ensure delivery on the action items identified in the charging documents, on an as-needed basis, as our equity mandates require specialized knowledge and subject matter expertise on a range of topics, such as trauma-informed resilient systems, etc.

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.

No

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.

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

B. Explain the qualifying circumstances:

The services being sought will be intermittent and on an as-needed basis. SFPUC City staff will perform and direct the additional specialized as needed services identified through the RFP.

3. Description of Required Skills/Expertise

- A. Specify required skills and/or expertise: A minimum of three (3) years of current and continuous experience and expertise with racial equity-specific program design and facilitation, organizational development, staff development and research and evaluation services. Clearly demonstrate experience in a Principal, Lead Role or subject matter expert on racial equity issues, racial equity-specific program design and facilitation and how to implement organization change. Strong project management experience in developing and/or implementing strategic plans, clear metrics and evaluation systems. Must have an established Diversity, Equity and Inclusion program or equivalent. Knowledge of best practices in establishing racial equity as a key driver of an organization. Minimum of three (3) relevant, verifiable projects in the last five years, need not be in the same firm.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1823, Senior Administrative Analyst; 1825, Prnpl Admin Analyst II; 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?

For over two years, SFPUC staff have worked to perform and carry these efforts and have identified the scopes of work needed, as the support the agency needs to successfully deliver required action items.

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

- A. Explain why civil service classes are not applicable.
SFPUC has identified several civil service classifications (1824, 1825, 0932) to perform as much of the racial equity work as possible, but these employees need these additional identified specialized support services to successfully deliver on required action items.
- 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 contracted scope of work will be for as needed intermittent services requiring subject matter expertise in a variety of areas.

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. City staff will receive the following training services as requested, on an as-needed basis; diversity, equity, inclusion and belonging (DEIB); racial-equity evidence-based modules, trainings and interventions; interactive trainings tailored for various audiences on topics including implicit bias, microaggression, and cultural competency; creating inclusive and welcoming work cultures, etc. Variety of racial equity topics in alignment with and complimentary to existing training from DHR as well as SFPUC's leadership model. This will be for all employees but will require customized training depending on location/classification/specific circumstances of Enterprises and Bureaus. There will also be a set of trainings specifically designed for managers and supervisors.
- 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 03/14/2022, 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@sfwater.org

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 40159 - 21/22

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 05/16/2022

Receipt of Union Notification(s)

From: dh-psscordinator@sfgov.org on behalf of shale@sfgwater.org
To: [Hale, Shawndrea M.](mailto:Hale,Shawndrea.M.); WendyWong26@yahoo.com; wendywong26@yahoo.com; tmathews@ifpte21.org; kschumacher@ifpte21.org; pkim@ifpte21.org; amakayan@ifpte21.org; L21PSCReview@ifpte21.org; [Laxamana, Junko \(BOS\)](mailto:Laxamana,Junko(BOS)); Criss@sfmea.com; Camaguey@sfmea.com; Christina@sfmea.com; staff@sfmea.com; [Hale, Shawndrea M.](mailto:Hale,Shawndrea.M.); dh-psscordinator@sfgov.org
Subject: Receipt of Notice for new PCS over \$100K PSC # 40159 - 21/22
Date: Monday, March 14, 2022 4:15:24 PM

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RECEIPT for Union Notification for PSC 40159 - 21/22 more than \$100k

The PUBLIC UTILITIES COMMISSION -- PUC has submitted a request for a Personal Services Contract (PSC) 40159 - 21/22 for \$9,500,000 for Initial Request services for the period 10/01/2022 – 08/01/2026. 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/dh Drupal/node/18118> 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: Watershed protection

Funding Source: Hetch Hetchy Water and Power Operating

PSC Duration: 5 years

PSC Amount: \$2,330,100

1. Description of Work

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

Hetch Hetchy Water and Power (HHWP) facilities are located within the Stanislaus National Forest (STF) of the USFS, with the Cherry Reservoir watershed being located entirely within STF lands. These facilities attribute to the mission of serving the San Francisco and its Bay Area customers with reliable, high quality, and affordable water while ensuring water system reliability.

The SFPUC provides funding to the STF for technical and professional services related to watershed and lands management.

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

Cherry Reservoir is a popular outdoor recreation destination, and recreational use continues to increase. Fishing, swimming, water skiing, and use of personal watercraft are very popular activities. Cumulative impacts from human recreation have negative results on natural resources. These impacts include increased soil compaction; increased soil erosion; decreased visual enjoyment; decreased plant and animal species diversity; and increase potential for campfire ash, debris, and fecal contamination to enter Cherry Reservoir. These impacts have the potential to increase contamination in Cherry Reservoir and decrease overall water quality and watershed health.

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 service is currently being provided by an existing agreement with the SFPUC and the USFS. This agreement is due to expire June 30, 2022, under Resolution #17-0122, adopted by the SFPUC Commission on May 23, 2017. This was an MOU.

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 proposed Agreement between the United States Department of Agriculture, U.S. Forest Service (USFS), Stanislaus National Forest and the San Francisco Public Utilities Commission (SFPUC) will provide comprehensive management of watersheds supplying the San Francisco Regional Water System within National Forest lands. The agreement term is for five (5) years to provide watershed protection for the SFPUC facilities, approved water sources and the surrounding lands.

2. Reason(s) for the Request

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

Regulatory or legal requirements, or requirements or mandates of funding source(s) which limit or preclude the use of Civil Service Employees. Include a copy of the applicable requirement or mandate.

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

B. Explain the qualifying circumstances:

The Cherry Reservoir and watershed reside entirely on Stanislaus National Forest (STF) lands. The USFS is incorporated under "exclusive federal jurisdiction". The federal government has exclusive authority for the law enforcement within USFS boundaries and therefore, is responsible for securing the law enforcement duties of land within the STF.

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise: Skills include patrolling, public education, stock management, improvement maintenance, campsite restoration, garbage removal, and basic law enforcement, etc. The main objectives include managing the water source watershed to mitigate potential sanitary concerns and to provide watershed protection for the approved water sources and surrounding lands.

B. Which, if any, civil service class(es) normally perform(s) this work? 7470, Watershed Keeper;

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?

N/A - The USFS is an area of

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

A. Explain why civil service classes are not applicable.

The USFS is an area of "exclusive federal jurisdiction" and as such the federal government has exclusive authority for law enforcement within the USFS boundaries. The USFS is charged with the duties of law enforcement within the Stanislaus National Forest.

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 USFS is an area of "exclusive federal jurisdiction" and as such the federal government has exclusive authority for law enforcement within the USFS boundaries. The USFS is charged with the duties of law enforcement within the Stanislaus National Forest.

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. There is no need for Forest Service personnel to train City and County employees, so training is not included in the agreement scope.

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. SFPUC Commission

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 02/17/2022, 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: Shawndrea Hale Phone: (415) 551-4540 Email: shale@sflower.org

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

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 44888 - 21/22

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 05/16/2022

Receipt of Union Notification(s)

From: dhr-psccordinator@sfgov.org on behalf of shale@sfgov.org
To: [Hale, Shawndrea M.](mailto:Hale,Shawndrea.M.); noah.frigault@sfgov.org; Julie.Meyers@sfgov.org; thomas.vitale@seiu1021.org; Ricardo.lopez@sfgov.org; [Basconcillo, Kathy](mailto:Basconcillo,Kathy); pcamarillo_seiu@sbcglobal.net; Wendy.Frigillana@seiu1021.org; pscreview@seiu1021.org; ted.zarzecki@seiu1021.net; davidmkersten@gmail.com; xiumin.li@seiu1021.org; Sin.Yee.Poon@sfgov.org; david.canham@seiu1021.org; jtanner940@aol.com; [Hale, Shawndrea M.](mailto:Hale,Shawndrea.M.); dhr-psccordinator@sfgov.org
Subject: Receipt of Notice for new PCS over \$100K PSC # 44888 - 21/22
Date: Thursday, February 17, 2022 2:13:04 PM

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RECEIPT for Union Notification for PSC 44888 - 21/22 more than \$100k

The PUBLIC UTILITIES COMMISSION -- PUC has submitted a request for a Personal Services Contract (PSC) 44888 - 21/22 for \$2,330,100 for Initial Request services for the period 07/01/2022 – 06/30/2027. 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/17996> 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)

PUBLIC UTILITIES COMMISSION

City and County of San Francisco

RESOLUTION NO. 17-0122

WHEREAS, Cherry Reservoir Watershed, Cherry Reservoir, and Cherry Creek above the to SFPUC’s Lower Cherry Diversion Dam are approved standby water sources for the San Francisco Regional Water System (SFRWS), and the Cherry Creek watershed is located entirely on lands within the Stanislaus National Forest (SNF); and

WHEREAS, While water from the Cherry Creek watershed is normally used for generation of power and to meet Raker Act flow release obligations to the Modesto and Turlock Irrigation Districts, during droughts the Lower Cherry Aqueduct can be used to transport water to the Mountain Tunnel for delivery to the Bay Area; and

WHEREAS, Water from the Cherry Creek watershed used for domestic purposes must be treated at the Sunol Valley Water Treatment Plant, and in order to maintain the existing high quality of this resource Hetch Hetchy Water and Power works with STF as the landowner to undertake activities to protect water quality within the watershed; and

WHEREAS, The SFPUC and the SNF have a long history of cooperation with the common goals of protecting water quality and stewardship of environmental resources, enabling the SFPUC to secure essential facilities and meet system reliability needs; and

WHEREAS, This agreement will provide funding to improve and maintain water quality through patrolling, public education, stock management, campsite restoration, garbage removal, and basic law enforcement within the Cherry Creek Watershed; and

WHEREAS, The estimated cost of services provided by SNF is \$806,919; and

WHEREAS, Services are anticipated to begin on July 1, 2017 and end on June 30, 2022; the total duration of this agreement is five years; and

WHEREAS, The Agreement will be funded from future appropriations to Hetch Hetchy Water and Power’s Operating Budget, and future funding requests will be submitted and approved based upon the City and County of San Francisco’s budget cycle; now, therefore, be it

RESOLVED, That this Commission hereby authorizes the General Manager of the San Francisco Public Utilities Commission to execute a Memorandum of Agreement with the United States Department of Agriculture, U.S. Forest Service, Stanislaus National Forest, for an amount not to exceed \$806,919, and with a total duration of five years.

I hereby certify that the foregoing resolution was adopted by the Public Utilities Commission at its meeting of May 23, 2017.



Secretary, Public Utilities Commission