



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

**LONDON N. BREED
MAYOR**

AMENDED

**AGENDA
Regular Meeting
March 6, 2023**

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

This meeting will be held in person at the location listed above. Members of the public may attend the meeting to observe and provide public comment at the physical meeting location listed above or by calling (415) 655-0001 and entering meeting id #2493 616 0942. Instructions for providing remote public comment are below.

**LISTEN/PUBLIC COMMENT CALL-IN
USA is (415) 655-0001 | Access Code: 2493 616 0942 # #**

LONDON N. BREED, MAYOR

COMMISSIONERS

JACQUELINE MINOR

President

KATE FAVETTI

Vice President

DOUGLAS CHAN

F.X. CROWLEY

ELIZABETH SALVESON

SANDRA ENG

Executive Officer

The public is encouraged to submit comments in advance of the meeting by email at civilservice@sfgov.org, or by voicemail message at the CSC Office main line at 628-652-1100. Comments submitted by 5:00 pm the Friday before the meeting will be included in the record. During commission meeting use the Civil Service Commission's dedicated public comment line 1-415-655-0001, Access Code # 2493 616 0942.

Regular Meeting March 6, 2023

2:00 p.m.

Agenda Language for In-Person or Partially In-Person Meetings

REMOTE ACCESS PROCEDURES

Phone Number
(415) 655-0001

Meeting ID
2493 616 0942 # #

- Enter the Phone Number above followed by the meeting ID = Then press #
- Press # again to be connected to the meeting (you will hear a beep)
- When you hear the beep:
 - Stop and LISTEN to the meeting
 - Wait for Public Comment to be announced by Item #
- When the Clerk calls Public Comment, dial *3 to be added to the speaker line.
- When you press * 3, you will hear “*You have raised your hand to ask a question. Please wait to speak until the host calls on you*” – WAIT for your turn to speak.
- When you hear that “*your line has been unmuted*” – THIS IS YOUR OPPORTUNITY TO PROVIDE YOUR PUBLIC COMMENT

BEST PRACTICES

- Call from a quiet location
- Speak slowly and clearly
- Turn down any televisions or radios around you
- Address the Commission as a whole, do not address individual Commissioners

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). A staff report in pdf format and one (1) copy 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, remote participation, 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) 652-1100 or email civilservice@sfgov.org 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/>.

ITEM NO.

(1) **CALL TO ORDER AND ROLL CALL**

President Jacqueline P. Minor
Vice President Kate Favetti
Commissioner Douglas S. Chan
Commissioner F. X. Crowley
Commissioner Elizabeth Salvesson

(2) **DISCUSSION OF CITYWIDE GUIDANCE FROM THE CITY ADMINISTRATOR FOR CITY POLICY BODIES BEGINNING MARCH 1ST. (File No. 0035-23-1) – Possible Action Item**

Recommendation: Open for discussion.

(3) **REQUEST TO SPEAK ON ANY MATTER WITHIN THE JURISDICTION OF THE CIVIL SERVICE COMMISSION BUT NOT APPEARING ON TODAY'S AGENDA**

(4) **APPROVAL OF MINUTES - Action Item**

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

Recommendation: Adopt the Minutes.

(5) **ANNOUNCEMENTS**

Announcement of changes to the agenda.

Other announcements.

(6) **HUMAN RESOURCES DIRECTOR'S REPORT**

(7) **EXECUTIVE OFFICER'S REPORT**

RATIFICATION AGENDA

All matters on the Ratification Agenda are considered by the Civil Service Commission to be non-contested and will be acted upon by a single vote of the Commission. There will be no separate discussion on these items unless a request is made; in which event, the matter shall be removed from the Ratification Agenda and considered as a separate item. Each individual addressing the Commission will be limited to a maximum time limit of five minutes for all items severed from the Ratification Agenda.

**(8) Review of Request for Approval of Proposed Personal Services Contracts.
(File No. 0038-23-8) – Action Item**

PSC	Department	Amount	Type of Service	Type of Approval	Duration
42844 - 22/23	City Administrator	\$250,000	The Real Estate Division seeks as-needed qualified brokerage firms to assist in reviewing complex property matters involving the purchase, sale or leasing of public or private real estate. It is the intention of the Division to create a list of pre-qualified firms who will be engaged on an as-needed basis. Pool members will be required to enter into a personal services contract at the time of engagement.	Regular	3/31/2028
45413 - 22/23	City Administrator	\$6,500,000	Contractors to perform various repairs and maintenance services on City-owned vehicles in cases when services cannot be done at Central Shops in a timely manner or in cases when the services can only be done by the contractor(s): required by the manufacturer to preserve warranties or due to repair complexity and necessity of proprietary tools. The proposed services also include inspection, maintenance, and repair services on the City-owned fuel stations at the Public Works Yard, Hall of Justice, and Golden Gate Park.	Regular	12/4/2027
45625 - 22/23	City Administrator	\$500,000	Contractor(s) to provide laboratory drug testing analysis and services for a variety of standard drugs and specialty/esoteric drugs. Services include urine and oral fluids laboratory-based confirmation testing for standard and esoteric/specialty drugs, rapid diagnostics drug testing devices, postmortem/human performance laboratory-based testing across a variety of substances (urine, blood, vitreous, tissue), criminal court support, and employment drug testing services. Categories include: 1) criminal justice & treatment lab services, 2) forensic toxicology lab services, 3) NIDA 5 DOT/Employment lab services, specimen collections and TPA support, and 4) rapid diagnostics drug testing devices and related expert witness, court support services.	Regular	2/14/2027
46472 - 22/23	City Administrator	\$3,000,000	Contractor to provide personnel dosimetry badge services to measure, monitor and record occupational exposure to ionized radiation through Ionized Radiation Detection Badge Services & Leak Test Wipe Kits by delivering, analyzing and exchanging thermo-luminescent (TLD) or similar technology whole-body badges, extremity rings, area monitor badges, control badges, fetal monitors and leak test wipe kits to detect and monitor ionized radiation exposure for personnel who work near or around ionized radiation sources. Services include thermo-luminescent (or similar technology) dosimeter badges shipped to City, analysis and monitoring services on a monthly, bi-monthly, quarterly or on an as-exposed basis. Leak Test wipe kits are delivered to test radiation releasing probes or other lab equipment with ionizing radiation and sent back to vendor for analysis. The contractor provides dosimetry badge service maintenance, reading and interpretation services. The dosimetry badge service shall also provide a robust reporting system that shall comply with all mandated reporting requirements. Personnel dosimetry badge service is an essential part of the radiation safety program to protect health and keep occupational radiation exposures as low as reasonably achievable (ALARA). Departments that use this service would include the Department of Public Health, with 16 sub-groups within Zuckerberg San Francisco General Hospital, 4 groups within Laguna Honda Hospital, Jail Health Services, Environmental Health & Safety, Department of Public Works' Materials Testing Laboratories, Animal Care & Control, Office of the Chief Medical Examiner, emergency response or first responder departments, and any other City departments where a need for monitoring occupational radiation exposure arises.	Regular	2/14/2028

PSC	Department	Amount	Type of Service	Type of Approval	Duration
48582-22/23	City Administrator	\$6,000,000	The Office of Contract Administration (OCA) would like to establish contracts for departments to obtain short-term and intermittent security guard services for special events and locations without existing service. Uniformed security guard services will provide a visible presence to the public and City staff while monitoring the grounds/facilities; protecting the safety of persons on sites; protecting the property against fire, theft, damage, and trespass; and investigating and reporting unusual or suspicious activities. These services will be available to all City departments requiring a short turnaround and for short-term duration services. Services will not cover longterm or consistent/regular security guard services.	Regular	8/31/2026
49798-22/23	City Administrator	\$250,000	The Real Estate Division is in need of qualified title insurance companies to assist in completing purchase and sale transactions and to research title issues. It is the intention of the Division to create a list of pre-qualified firm who will be engaged on an as-needed basis. Pool members will be required to enter into a personal services contract at the time of engagement. Title insurance can only be issued by a company licensed to provide such insurance.	Regular	3/31/2028
43203-22/23	Controller	\$27,000,000	Perform annual financial audit services and reports on the financial statements for 12 Groups of Services such as the City's Comprehensive Annual Financial Report, the City's Single Audit, and departments/funds; perform other required compliance audits of grants, projects, and funds of other City departments; perform actuarial studies of the City's General Liability and Workers Compensation reserves; and perform additional audit procedures.	Regular	6/30/2031
40405-22/23	Human Resources	\$925,000	Provide expert test development consultation for the Q050 Police Sergeant, Q060 Police Lieutenant, Q080 Police Captain, H20 Fire Lieutenant, H30 Fire Captain, H40 Battalion Chief, and H50 Assistant Chief, selection process and defend that selection process, and if necessary, be available to provide testimony, preparation, and consultation against legal challenges.	Regular	12/31/2026
41474-22/23	Juvenile Probation	\$2,500,000	As-needed temporary security guard services for the San Francisco Juvenile Probation Department's (JUV) Log Cabin Ranch (LCR) in La Honda, San Mateo County. Unarmed security guards are needed 24/7 to patrol the premises and watch for unusual activity and to monitor all entrances and exits of the remote property.	Regular	2/29/2028
47382-22/23	Municipal Transportation Agency	\$500,000	Design and software development to support changes to sign software to support transit service in both subways including new shuttle lines and enhanced passenger information. Troubleshooting existing issues with the sign hardware and software.	Regular	1/31/2025
41225-22/23	Municipal Transportation Agency	\$3,500,000	The San Francisco Municipal Transportation Agency (SFMTA) will be procuring a Parking Permit Management System (PPMS) that will allow for more flexible, creative, and customer-friendly approaches to permit policy, issuance, and management for the Residential Parking and Contractor Permit programs, in addition to approximately eight other specialty parking permits administered by the SFMTA. The system will allow for online, by-mail, and in-person application and payment for all parking permits and will integrate with existing parking management systems such as the handheld citation issuance equipment, license plate recognition readers, California Department of Motor Vehicles registration database, and the electronic ticket information system.	Regular	5/1/2030

PSC	Department	Amount	Type of Service	Type of Approval	Duration
42856-22/23	Municipal Transportation Agency	\$3,998,000	The proposal will provide a full-service, worksite-based, Employee Assistance Program (EAP) to provide clinical supervision and administrative support of the staff of three (3) full-time paid Peers and up to eight (8) volunteer Peers in the Peer Assistance Program (PAP). The contractor will also manage the San Francisco Municipal Transportation Agency's (SFMTA) Critical Incident Services for employees involved in on-the-job incidents such as accidents that result in serious injuries and /or fatalities, or crisis support and/or counseling involving assaults and/or threats. The EAP will provide conflict resolution one to one or in a team as needed. The program is designed to assist in the identification and resolution of productivity problems associated with employees' personal concerns, including but not limited to health, family, financial, drug and alcohol substance abuse, legal, emotional, stress, or other personal concerns which may adversely affect job performance.	Regular	11/30/2030
49565-22/23	Public Health	\$10,000,000	Contractor will provide services to expand access to fully integrated outpatient and mental health services, such as treatment for Eating Disorders, Dialectical Behavioral Therapy (DBT), Comprehensive Psychological Assessments, plus access to new specialty clinics that provide evidence-based treatments for Developmental Disorders (Autism Spectrum Disorders), Family Therapy Treatment models, Neurodevelopmental Disorders and Cooccurring Substance Use Disorder Specialists, for San Francisco's Medi-Cal clients in the Children, Youth and Families System of Care (CYF SOC.) CYF SOC will partner with contractor to deliver training and consultation to CYF SOC behavioral health services partners on evidence-based practices.	Regular	6/30/2028
40282/22/23	Public Utilities Commission	\$90,000,000	The SFPUC Infrastructure Division and Wastewater Enterprise (WWE) seeks consultant services to provide specialized program management support for the Wastewater Capital Improvement Plan. These services are required to continue a number of programmatic functions such as strategic capital planning, risk management, pre-construction technical advice, pre-construction planning and management, labor and contract relations, development and refinement of standards, preparation of programmatic schedules and budgets, analysis of alternative project delivery mechanisms and asset management.	Regular	8/31/2032
41213-22/23	Public Utilities Commission	\$30,000,000	This PSC will be made up of four (4) contracts, each at a value of \$7.5 million. Work will consist of specialized and technical as-needed services in the areas of water supply, storage, delivery, and monitoring; water treatment and waste water treatment services; power services (all systems, generation to transmission /substation /switchyard /distribution); management improvement services; workforce development and outreach; asset management services; inspections and condition assessments of all HHWP assets; land management services; security, asset control, and emergency response services; environmental and regulatory compliance; training; job inspection services; health and safety services, and customer services for the San Francisco Public Utilities Commission (SFPUC). Each team should be able to respond to the full scope.	Regular	10/15/2028

PSC	Department	Amount	Type of Service	Type of Approval	Duration
44009-22/23	Public Utilities Commission	\$10,000,000	O'Shaughnessy Dam is a 344 feet high concrete dam, located 140 miles east of San Francisco and 60 miles east of Sonora in Yosemite National Park, Tuolumne County. The purpose of this project is to provide a bulkhead system to be installed in the upstream inlets to twelve existing gate and valve outlets. The proposed bulkheads will be located in Hetch Hetchy Reservoir between 160 feet and 300 feet deep. The contract work will be performed using the Progressive-DesignBuild (PDB) method. The scope of work includes design of bulkheads for each of the twelve outlets; development and preparation of the installation procedure; pre-construction planning; preparation of project cost; fabrication and delivery of the bulkhead; and installation of the bulkheads. Installation of the bulkhead will include underwater construction by divers to remove and clean rust and tubercles, and repair of upstream sealing surface at each inlet and initial test installation and removal of the bulkhead systems.	Regular	7/31/2027
41619-22/23	Public Utilities Commission	\$12,000,000	The San Francisco Public Utilities Commission (SFPUC) intends to award up to three (3) agreements at \$4 million each to provide construction management (CM) services on an as-needed basis to augment existing SFPUC and City CM teams working on construction projects. This contract will be for the sole use of the Hetchy Capital Improvement Project (HCIP) for CM services. These CM services include, but are not limited to, the following: construction contract management, construction inspection, project controls, environmental inspection, environmental monitoring, specialty inspection (coating, welding, etc.), supplier quality surveillance, special laboratory testing, start-up & testing assistance, commissioning, surveying, construction safety inspection and document control.	Regular	9/30/2028
43545-22/23	Public Works	\$2,000,000	Provide specialized services in audiovisual, telecom, IT, security, and acoustical design and consultation to support Department of Public Works design staff on an as-needed basis. Audiovisual, Telecom, IT, Security, and Acoustical professionals are specialized consultants who are experts in the area of audio-visual, telecom, IT, security analysis and acoustical engineering. Work may involve measuring noise and vibration levels, calculating and designing engineering noise controls, engineering architectural acoustics to achieve good speech intelligibility and or precise and accurate sound, preparing environmental noise report, and other related services.	Regular	12/31/2029

PSC	Department	Amount	Type of Service	Type of Approval	Duration
44632-22/23	Technology	\$8,500,000	<p>The Palo Alto software is proprietary so only Palo Alto engineers will provide Platinum Support, Palo Alto's high-end service offering, that will enhance the City's in-house resources with technical experts who are available to support the City's Palo Alto Networks security deployment. Platinum Support offers the optimal level of service for organizations 24/7, year round availability featuring best-in-class response times and advanced assistance. Platinum Support provides access to:</p> <ul style="list-style-type: none"> • Feature releases and software updates: The City's accounts will stay current with the latest features and software updates. • Subscription services updates: The City has the ability to configure devices to automatically download App-ID™ technology, URL Filtering, DNS Security, Threat Prevention, and WildFire @ service updates. A • Direct access to a dedicated team of senior engineers: The City has the ability to interact with a senior engineer trained to quickly understand and resolve the City's unique challenges. • Platinum Support availability: Enjoy 24/7 support for issues of all severities, with Platinum senior engineers available around the clock to assist. • Platinum Support response time: Get 15 minute response times for critical issues. Platinum Support delivers an enhanced support service-level agreement as specified in table 1. "Response time" is the time between case creation and when the senior engineer begins investigating the case. The City can open cases online or by phone. • Online Customer Support Portal: A feature-rich platform provides access to product documentation, problem resolution databases, peer-to-peer interaction, and support case management. • Case management: Submit, update, check status, and manage support cases for all your supported Palo Alto Networks products via the online Customer Support Portal. • Documentation and FAQs: Access product manuals, technical guides, software release notes, and frequently asked questions (FAQs) to streamline deployments and incident resolution. • Security Assurance: When you detect suspicious activity in your network, Security Assurance gives you access to our security experts who will help orient initial investigations, facilitate collection of logs and IOCs, and expedite handoff to the City's preferred incident response vendor. • Planned event assistance: If scheduled at least seven days in advance, Platinum senior engineers can assist with proactive maintenance, such as software upgrades or feature activation. Platinum engineers can also be on call to assist during business events. • On-site assistance for critical issues: For Severity 1 issues outside the capabilities of remote troubleshooting, a field engineer may be dispatched to the City's location at the discretion of the Palo Alto Networks Platinum Support management team. • Failure analysis: In the event of hardware failure, upon request, Palo Alto Networks will analyze the replaced unit and send the City the results of the investigation. • Next-business-day delivery for parts and hardware replacement: The City can get fast turnaround for hardware replacement. Next-Business-Day Delivery Service is subject to certain limitations. For an additional fee, hardware replacement services can be upgraded to four-hour shipment for rapid RMA turnaround. 	Regular	12/31/2028

PSC	Department	Amount	Type of Service	Type of Approval	Duration
44966-22/23	Technology	\$7,000,000	<p>The Department of Technology intends to enter into a multi-year citywide enterprise agreement for Commvault software, software maintenance, SaaS, hardware, hardware maintenance, cloud services and professional services. Commvault software provides enterprise-grade backup, protection and recovery of virtual machines, containers, databases, applications (including cloud), endpoints and files. The software allows customers to manage back-up data and workloads efficiently and securely, both on-premises and in the cloud. Commvault's portfolio also includes software as a service, where City departments access software licenses through an online application instead of downloading it onto its own servers. In addition to the above, Commvault offers professional services to help departments train on, implement and configure the software to specific department needs. This service will be provided on an as-needed basis, and by Commvault engineers. These services require technical expertise and knowledge of proprietary Commvault software products that City employees do not have. City employees do not have Commvault deployment rights, access from an architectural level, or access to source code which are required to perform these functions.</p> <p>The total amount of possible professional services is estimated to be 6.8% of the contract amount requested herein. The remaining 93.2% of the estimated cost will be used to purchase proprietary software licenses, software maintenance, hardware, hardware maintenance, and software-as-a-service licenses. There are no professional services associated with these later categories.</p>	Regular	5/31/2032
45582-22/23	Treasurer/Tax Collector	\$250,000	<p>The Office of the Treasurer and Tax Collector (TTX) runs a unique college savings program for all San Francisco students in SFUSD, the Kindergarten to College Savings Program (K2C). In the current school year (2022-23), the inaugural cohort of K2C participants will graduate from high school and the program will disburse funds at scale for the first time. The TTX-K2C team now requires an experienced consultant to conduct a multi-phase evaluation of the K2C program to examine the impact and efficacy of the program, as well as offer a blueprint for future analysis.</p>	Regular	3/20/2027
43567-21/22	Port	<p>Current Approved Amount \$500,000 Increase Amount Requested \$487,000 New Total Amount Requested \$987,000</p>	<p>This contract will be used for the services needed related to the habitat around the Heron's Head Park. The needed services include seed collection, cultivation of plants in a greenhouse, planning, and habitat stewardship in phases over a four-year period.</p>	Modification	6/29/2028
41819-19/20	Public Health	<p>Current Approved Amount \$65,000,000 Increase Amount Requested \$0 New Total Amount Requested \$65,000,000</p>	<p>Contractors will perform scheduled and as-needed maintenance and support services for a variety of equipment and systems in use at the Department of Public Health. As technology advances, equipment that is used in the day-to-day operation of an integrated health network are becoming increasingly more complicated and integrated with other devices and systems. Often, in addition to proprietary characteristics of the equipment Original Equipment Manufacturers (OEMs) are turning to software solutions used in conjunction with the equipment to achieve full and greater functionality. Services performed by the contractor(s) may include, but are not limited to: standard maintenance services, preventive maintenance services, applying software/firmware upgrades, system integrations, maintenance and equipment surveys, and/or wiping of protected health information from devices. Systems which need maintenance will include radiology equipment, laboratory equipment, scientific equipment, medical equipment used in direct patient care, sterilizers, general office equipment, copiers, security systems (including CCTV), perimeter security, fire alarms, electrical infrastructure, computer hardware, and/or audio/video equipment. Services may be onsite, remote or at central depot repair service facilities.</p>	Modification	12/31/2030

PSC	Department	Amount	Type of Service	Type of Approval	Duration
42659-14/15	Public Health	Current Approved Amount \$2,500,000 Increase Amount Requested \$2,500,000 New Total Amount Requested \$5,000,000	Professional compliance, evaluation, assessment, and technical assistance services that support the evaluation needs of the Department's primary care and prevention programs. Services include independent contractor/professional consulting services to address local, State and federal compliance requirements on an as needed project basis. Contractor(s) will evaluate findings, assess and evaluate identified findings, provide technical reports and technical assistance as required to the Department. These services will provide the Department the ability to meet required compliance directives.	Modification	6/30/2030
42060-17/18	Public Utilities Commission	Current Approved Amount \$12,000,000 Increase Amount Requested \$6,000,000 New Total Amount Requested \$18,000,000	The proposed work is to provide As-Needed Construction Management Services to augment City construction management staff as necessary. These services may include, but are not limited to, construction contract management, construction inspection, project controls, environmental inspection, environmental monitoring, supplier quality surveillance, special laboratory testing, start-up & testing assistance, commissioning, surveying, construction safety inspection and document control.	Modification	1/2/2024
43867-19/20	Public Utilities Commission	Current Approved Amount \$1,170,000 Increase Amount Requested \$130,000 New Total Amount Requested \$1,300,000	Maintenance and testing of existing switchgear and switchboard at various East Bay and West Bay Water Supply and Treatment Facilities. This contract is for maintenance and testing of seventeen (17) switchgear and twenty-two (22) switchboards with estimated cost of \$30,000 per switchgear / switchboard or \$1,170,000 for the entire contract.	Modification	9/14/2024
11945-20/21	City Administrator	Current Approved Amount \$10,000,000 Increase Amount Requested \$40,000,000 New Total Amount Requested \$50,000,000	The Office of Contract Administration (OCA), on behalf of all City departments, hereby requests that the Civil Service Commission (CSC) grant Continuing Approval for three narrowly defined categories pertaining to proprietary software and equipment. These three categories are: (1) Proprietary Cloud Based Software, (2) Proprietary Software Support and (3) Proprietary Equipment Installation and maintenance. Each of these three categories is narrowly defined in the attached memorandum titled "Definitions for Continuing Approval of Prop Software and Equipment". If a contract qualifies for one of these three categories, the department may elect to use this Continuing Approval in lieu of obtaining its own approval. In so doing, the department shall be required to report its election when submitting its contract for OCA review. Upon reporting its election when submitting its contract, all applicable unions shall be immediately notified of said election by email. Additionally, OCA shall produce a report such elections on a quarterly basis to CSC or, upon request, on a more frequent basis. Specifically, OCA will report the Department Name, Contract ID, Supplier ID, Contract Amount, Service Type and Contract End Date. PLEASE SEE CONTINUATION OF THIS RESPONSE ON MEMORANDM ATTACHED	Continuing	
40697-14/15	Airport	Current Approved Amount \$900,000,000 Increase Amount Requested \$700,000,000 New Total Amount Requested \$1,600,000,000	Project Management Support Services (PMSS) and DesignBuild (DB) service teams with airport terminal design and management expertise are required to manage the design and construction of the Terminal 3 West Improvements project. Services to be provided include project controls, scheduling, document control, design management, contracts management, architectural and engineering design services, and construction of the project. The scope of work of this project includes renovation of the existing western half of Terminal 3, design and construction of an expansion of Terminal 3, a secure connector from Terminal 3 to the International Terminal, a new consolidated baggage handling system, and various utility and support infrastructure upgrades.	Modification	12/31/2029

Recommendation of the Human Resources Director:

Adopt the report. Approve the requests for proposed Personal Services Contracts; Notify the Office of the Controller and the Office of Contract Administration.

CONSENT AGENDA

All matters on the Consent Agenda considered by the Civil Service Commission will be acted upon by a single vote of the Commission. There will be no separate discussion on these items unless a request is made; in which event, the matter shall be removed from the Consent Agenda and considered as a separate item. Each individual addressing the Commission will be limited to a maximum time limit of five minutes for all items severed from the Consent Agenda.

- (9) **Report of Future Employment Restrictions and Probationary Releases for the Period of July 1, 2022, to December 31, 2022. (File No. 0036-23-1) – Action Item**

Recommendation: Adopt the report.

- (10) **Report on MTA Service-Critical Appointments Exempt from Civil Service under Charter Sections 10.104-16 through 10.104-18. (File No. 0037-23-1) – Action Item**

Recommendation: Adopt the report.

REGULAR AGENDA

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.

- (11) **Annual Review Report for Personal Service Contract Number 48746-20/21. (File No. 0039-23-8) – Action Item**

Recommendation: Adopt the report.

- (12) **Determination of Whether Services are Permissible Under Previously Approved Personal Service Contract No. 44114-17/18. (File No. 0040-23-8) – Possible Action Item**

Recommendation of the Department of Human Resources:

Accept the report. Approve DT's requested services for enterprise applications under the previously approved PSC No. 44114-17/18.

- (13) **Appeal of Rejection of Application by Bryan Salotti for 7380 Electrical Transit Mechanic, Assistant Supervisor (CBT-7380-T00035). (File No. 0103-22-4)**

November 7, 2022: Adopted the report and denied the appeal by Bryan Salotti. Bryan Salotti failed to appear.

Recommendation from the Municipal Transportation Agency:

Adopt the report and deny the appeal by Bryan Salotti.

- (14) **Appeal by Keith Winston of the Human Resources Director’s determination to administratively close Appellant’s complaint of discrimination and retaliation. (File No. 0242-22-6) – Action Item**

Recommendation of the Department of Human Resources:

Adopt the report, uphold the decision of the Human Resources Director, and deny the appeal by Keith Winston.

SEPARATIONS AGENDA

- (15) **Request for a Hearing by Michael McNair on Future Employment Restrictions with the City and County of San Francisco. (File No. 0149-22-7) – Action Item**

December 19, 2022: Postponed this item to the meeting of February 6, 2023, at the request of the appellant.

February 6, 2023: Postponed this item to the meeting of March 6, 2023, at the request of the appellant. The Commission stipulated this was the last postponement granted.

Recommendation of the Municipal Transportation Agency:

Accept the report, deny the appeal and approve future employability restrictions.

- (16) **Request for a Hearing by Lenard Morris on Future Employment Restrictions with the City and County of San Francisco. (File No. 0182-22-7) – Action Item**

Recommendation of the Municipal Transportation Agency:

Accept the Report, deny the appeal, and approve the future employability restrictions.

- (17) **Request for a Hearing by Crystal Chow, former Class 2918 Social Worker, Human Services Agency on their Citywide Future Employment Restrictions with the City and County of San Francisco. (File No. 0010-15-7) – Action Item**

Recommendation of the Department of Human Resources:

Uphold the San Francisco Human Services Agency’s decision to restrict Ms. Chow’s future employment with the City and deny the appeal.

- (18) Public Comment on all matters pertaining to Items 19 and 20
- (19) Vote on whether to hold Item 19 in closed session. (Action Item)

CLOSED SESSION AGENDA

- (20) **Appeal by Chris Carrasco of the Rejection of Application for the 2604 Food Service Worker (CBT-2604-E00049) Recruitment. PERSONNEL EXCEPTION – San Francisco Administrative Code Section 67.10(b) and California Government Code Section 54957 (b)(1) – (File No. 0236-22-4) – Action Item**

December 19, 2022: Continued this item to the meeting of January 25, 2023.

Recommendation of the Department of Human Resources:

Deny the appeal and adopt the report of the Department of Human Resources.

- (21) **Reconvene in Open Session. Vote to elect whether to disclose any or all discussions on Item 20 in closed session (S.F. Admin. Code §67.12 (a)) – Action Item**

- (22) **COMMISSIONERS' ANNOUNCEMENTS/REQUESTS**

- (23) **ADJOURNMENT**