



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

**LONDON N. BREED
MAYOR**

August 5, 2024

TO: The Honorable Civil Service Commission

Through: Sandra Eng, Executive Officer

From: Lavena Holmes, Deputy Director *Lavena Holmes*

Subject: Discussion on Format of Ratification Agenda

BACKGROUND

Prior to new ServiceNow PSC application, Commission staff created the ratification agenda by retyping in most cases and copy/paste from a document prepared by DHR to assist with agenda preparation.

In an effort to provide adequate information and reduce the redundancy of retyping the scope of work for each PSC into the ratification agenda a new document was created in a table format that could be inserted into the agenda without having to retype the information.

The new format was tested in the draft of the 8/5/2024 Commission Meeting agenda and it was found to be lacking of sufficient information in comparison to the ratification agenda format of prior meetings.

Commission staff quickly reverted to the “old way” of doing things to produce an agenda that was more aligned with past agendas. However, given the volume of PSCs and the potentially long descriptive narratives of the “scope of work” it is not sustainable nor aligned with the efficiency of the ServiceNow PSC application to continue to re-type the scope of work for each PSC.

Attached are the newly created table format for the ratification agenda and the CSC PSC Packet from DHR that includes the scope of work.

The Civil Service Commission may determine based on the content of these two documents what the format and layout of the ratification agenda will be going forward.

PSC Requests Scheduled for

August 5, 2024

PSC	Department	Type of Approval	New Amount	Cumulative Total	Description	New Duration	Cumulative Duration
DHRPSC0004105 v 0.01	AIR	New	\$750,000	\$750,000	41757 - 23/24 - Veterinary Services for Airport Police Canines	60	60
DHRPSC0004104 v 0.01	AIR	New	\$3,000,000	\$3,000,000	49078 - 23/24 - As-Needed Executive Search and Recruitment Services	60	60
DHRPSC0004106 v 0.01	DEM	New	\$4,000,000	\$4,000,000	45193 - 23/24 - Planning for Resilience, Response, and Recovery relating to un/natural disasters	48	48
DHRPSC0001012 v 0.01	DPH	New	\$231,000	\$231,000	Switchgear Equipment Maintenance	36	36
DHRPSC0004112 v 0.01	POL	New	\$300,000	\$300,000	47576 - 23/24 - POL - Facilitation services	36	36

PSC	Department	Type of Approval	New Amount	Cumulative Total	Description	New Duration	Cumulative Duration
DHRPSC0004117 v 0.01	PUC	New	\$19,200,000	\$19,200,000	49754 - 23/24 - As-Needed Engineering Design Services	60	60
DHRPSC0004123 v 0.01	PUC	New	\$8,000,000	\$8,000,000	46059 - 23/24 - Specialized and Technical As-Needed Services, Water Resources Division	66	66
DHRPSC0004121 v 0.01	PUC	New	\$9,000,000	\$9,000,000	46717 - 23/24 - Engineering Services for Regional Groundwater Treatment Improvements	101	101
DHRPSC0004130 v 0.01	TIS	New	\$2,500,000	\$2,500,000	40791 - 23/24 Microsoft Power Apps Implementation Specialist	60	60
DHRPSC0004131 v 0.01	TIS	New	\$20,000,000	\$20,000,000	41139 - 23/24 - ServiceNow Professional Services	102	102
DHRPSC0004170 v 1.01	PUC	Amendment	\$1,800,000	\$6,800,000	46235-19/20 - As-Needed Analytical Laboratory Services (PRO.0165)	44	105
		TOTAL	\$68,781,000	\$73,781,000			

POSTING FOR

August 5, 2024

PROPOSED PERSONAL SERVICES CONTRACTS – NEW

<u>PSC No</u>	Dept Designation	PSC Amount	Description of Work	PSC Duration	Duration or Continued
PSC0004105 v0.01	Airport Commission	\$750,000	Contractor shall provide veterinary care services for working canines of the San Francisco Police Department Airport Bureau K-9 Unit at San Francisco International Airport (Airport). Services include examinations, disease prevention programs, diet and weight management services, medications, and treatments as necessary to various conditions and illnesses. 24/7 emergency and specialty care include oncology treatment, cardiology, ophthalmology, and neurology services may also be required.	60 months	Duration
PSC0004104 v0.01	Airport Commission	\$3,000,000	Contractor shall provide as-needed recruitment services for senior and executive level (e.g. Airport Director, Deputies/Chiefs) and specialized positions (e.g. management positions in airport safety and security, airport cybersecurity, and airport environmental and sustainability) for the San Francisco International Airport (SFO). Work includes conducting the end-to-end recruitment process including working with SFO to develop the candidate's profile, advertising the job opportunity on various sites to attract applicants, searching for candidates through its industry network and database, screening candidates and conducting first interviews, shortlisting and facilitating candidates to interview with SFO including coordinating candidate travel arrangements, conducting detailed reference and background checks, and assisting with negotiations.	60 months	Duration

<u>PSC No</u>	Dept Designation	PSC Amount	Description of Work	PSC Duration	Duration or Continued
PSC0004106 v0.01	Emergency Management	\$4,000,000	<p>Contractor will create and build on existing effective capabilities relating to the emergency preparedness/resilience, response, and recovery within San Francisco and its communities in the event of a disaster, natural or man-made. Grant funding for this type of work specifies different priorities and areas of expertise each year from a list of 32 different FEMA Core Capabilities. These may include, but are not limited to, Public Information and Warning, Mass Care Services, Cybersecurity, Operational Communications, Intelligence and Information Sharing, Access Control and Identify Verification, Community Resilience, Threat and Hazard Identification, Environmental Response/Health and Safety, Critical Transportation, Terrorism and Domestic/Targeted Violence Prevention, etc. The type of work to be performed by the Contractor as required by the grants will include, creating planning documents, community-focused/accessible information, toolkits, templates, providing technical expertise and solutions, and developing trainings, exercises, and other evaluation activities needed to strengthen and improve San Francisco's emergency planning, community preparedness, and recovery planning capabilities.</p>	48 months	Duration
PSC0001012 v0.01	Public Health	\$231,000	<p>Switchgear Maintenance involves regular inspection, testing and servicing of electrical equipment such as circuit breakers, switches, and relays to ensure proper unction, prevent breakdowns, and maximize operation efficiency.</p> <ol style="list-style-type: none"> 1. Visual Inspection – Regular visual checks to identify wear, corrosion, or damage on switchgear components 2. Function Testing – Testing functionality of circuit breakers, switches, relays, and protective devices 	36 months	Duration

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Duration	Duration or Continued
PSC0004112 v0.01	Police	\$300,000	<p>3. Cleaning – Removal of dust, dirt, and debris from switchgear to prevent insulation breakdown</p> <p>4. Tightening Connections – Ensuring all electrical connections are properly tightened to prevent overheating</p> <p>5. Insulation testing – Conducting insulation resistance tests to detect deterioration of insulation material</p> <p>6. Lubrication – Applying lubricants to moving parts and mechanics</p> <p>7. Documentation and Record Keeping – Maintain detailed record of maintenance activities, test results, and equipment condition</p>	36 months	Duration
			<p>The San Francisco Police Department (SFPD) is looking to procure the services of a neutral facilitator as required by SF Admin Code 96I. 1(a) that was approved by voters on March 5, 2024. A neutral facilitator must hold at least one community feedback session at each district station (10 stations total) within 90 days of the Police Commission posting a notice relating to a policy or procedure going before them, and when they do not receive a waiver from the Chief of Police (Sf Admin Code 96I.1(b)).</p>		
			<p>The Neutral Facilitator will work with the SFPD Community Engagement Division (CED) to schedule meetings at district stations during the 90-day period. The meetings are held to solicit community feedback on the policy or procedure listed in the Police Commission notice. The Facilitator chairs the meetings, encourages dialogue between the community members and the Department and Commission representatives. Further, the Facilitator solicits feedback on implementation and impacts of existing policies and procedures in order to identify possible changes. The Facilitator posts a written summary</p>		

<u>PSC No</u>	Dept Designation	PSC Amount	Description of Work	PSC Duration	Duration or Continued
			online before any commission meeting regarding the policy or procedure listed in the Police Commission notice can occur. That written summary must be shared with the Policy Development Division, the Police Commission office and the CED, once available.		
PSC0004117 v0.01	Public Utilities Commission	\$19,200,000	SFPUC intends to award up to four (4) agreements, at \$4.8 million each to perform specialized Engineering Design Services on an as-needed basis to supplement SFPUC and other City Staff . Civil, structural, electrical, mechanical engineering and other specialized engineering needed to complete utility engineering projects.	60 months	Duration
PSC0004123 v0.01	Public Utilities Commission	\$8,000,000	This PSC will be made up of two (2) contracts, each at a value of \$4 million. Work will consist of specialized and technical as-needed services for water resources management and conservation planning and program support. Specialized and technical services will provide support in the following categories: water conservation services, onsite non-potable water services, recycled water services, groundwater services, water supply planning services, and public outreach services.	66 months	Duration
PSC0004121 v0.01	Public Utilities Commission	\$9,000,000	The work will require architectural, civil, structural, electrical, mechanical, process and other specialized engineering services in the planning, design, and engineering support during construction, for new conveyance and groundwater treatment facilities. The purpose of the project is to improve the performance and reliability of wells and facilities constructed under the Regional Groundwater Storage and Recovery Project in order to optimize the use of the groundwater supply in the South Westside Basin during dry years. The project will identify, design, and construct long-term improvements which may include a combination of retrofits or additions to the existing decentralized well pumping and treatment facilities and/or the construction of new centralized treatment and	101 months	Duration

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Duration	Duration or Continued
PSC0004130 v0.01	Technology	\$2,500,000	<p>distribution facilities. An optional task is included to provide engineering support for projects related to the other Westside Groundwater Basin facilities, including South Sunset Well, West Sunset Well, and Golden Gate Central Well.</p> <p>PSC # 44299-22/23 was previously approved by CSC on July 3, 2023. There were unexpected delays in executing this contract with the one-year approval period, so we are returning to CSC with the same request.</p> <p>The selected contractors will report to the RPA Manager. Under general direction, the contractors will oversee the more difficult and complex aspects of the systems development cycle for Microsoft Power Apps, including needs analysis, structured systems analysis and design, feasibility analysis, technology and software assessment, project planning and management, installation, implementation and testing, conversion to production status, technical and procedural documentation.</p> <p>The selected contractor will provide support for project-based works. This includes but is not limited to:</p> <ul style="list-style-type: none"> •LBE Subcontracting App for OCA •Human Rights Commission (HRC) wants to develop a Power App application for expense tracking and approvals which would save them significant dollars and optimize their current manual workflow process. •San Francisco LIB wants to develop an application for furniture/equipment/printers and computers, fax machines, and other devices that need inventory management. This will replace their outdated legacy Microsoft Access files application. 	60 months	Duration

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Duration	Duration or Continued
			<ul style="list-style-type: none"> <li data-bbox="770 204 1524 345">•The Sherriff Department would like workflows around developing arrest forms and documents that go to the government agencies to automate manual workflows using Power Apps. <li data-bbox="770 391 1577 602">•PO and requisition tracking application: This application would enable OCA to track staff workload for standalone POs and requisitions, which are a major component of their workload. With this tracking application in place, OCA will be able to be more strategic in assigning work, hiring staff, and ensuring that citywide procurement needs are met. <li data-bbox="770 647 1562 927">•New LBE goal intake application: Currently, CMD staff receive requests for LBE goals via email. This process lacks transparency and does not allow for CMD staff, CMD management, or requesting departments to have visibility into each request, its status, and the results. This new application will centralize and systematize this process so that all LBE goals are reviewed and set in a transparent and standardized manner.. <li data-bbox="770 976 1572 1187">•RFQ tracking application: The City does not have a way to track pools of contracts created through a Request for Qualifications (RFQ), which limits City departments' ability to work collaboratively to meet their operational needs. This new application would create a central list of pools that all City departments could utilize. <li data-bbox="770 1235 1577 1406">•Equipment disposal request application: OCA currently receives requests for equipment disposal from departments in a nonstandard manner. This new application will centralize and systematize this process so that all requests are reviewed and set in a transparent and standardized manner. <li data-bbox="770 1455 1549 1520">•New delegated department solicitation waiver application: While solicitation waivers that go through OCA are centrally 		

PSC No	Dept Designation	PSC Amount	Description of Work	PSC Duration	Duration or Continued
PSC0004131 v0.01	Technology	\$20,000,000	<p>received through the ServiceNow OCA Waiver application, solicitation waivers that departments have the authority to approve themselves are not centrally tracked or documented. This new application would provide tracking for these department-level waivers so that waiver justifications are properly documented per City law.</p> <ul style="list-style-type: none"> •New integrations between applications: As new applications are launched, there may be a need to integrate data between applications to reduce data entry and ensure data quality. •New Personal Services Contract (PSC) application: The current PSC application is built in Drupal and is no longer supported. Our goal is to bring this functionality into Microsoft Power Apps and integrate it with other contracting-related applications. •DT Finance: Position Control – This process would download people & pay data every Monday & Reconcile data in Peoplesoft. •DT Finance: Billing to Client departments – This project would download a report to see which City department has not approved it. Send a reminder email to them. Every Quarter. The report is in PeopleSoft and can be downloaded/Pending GL. <p>PLEASE SEE ATTACHED RFP FOR THE FULL SCOPE OF WORK.</p>	102 months	Duration
			<p>The selected contractor will provide support for project-based work. This includes but not limited to:</p> <ul style="list-style-type: none"> • Personal Services Contract (PSC) application (tech marketplace transactions): This application will be a spin-off of PSC Application(which is in progress) and will be tailored to 		

<u>PSC No</u>	Dept Designation	PSC Amount	Description of Work	PSC Duration	Duration or Continued
			<ul style="list-style-type: none"> • Enhancements to the existing ServiceNow Procurement Custom Application- Existing Project Enhancements • Enhancements to the existing ServiceNow Catalog items- Existing Project Enhancements • ServiceNow Platform upgrade <p>The ServiceNow contractor will:</p> <ul style="list-style-type: none"> • Work on and be responsible for complex software applications research, development, conversion, and installation of ServiceNow Core (Out of the Box) and Custom applications (Digitizing business processes & Task automation) • Work with business stakeholders to troubleshoot application and integration issues • Develop solutions for new ideas/demands and to non-recurring problems by analyzing, interpreting, and evaluating various precedents and data and conduct "walkthroughs" for proposed solutions to systems problems • Develop related activities/phases of multiple complex projects/initiatives in parallel to successfully delivering ITSM/IT Business Management (ITBM) and custom solutions to achieve organizational goals and improve efficiencies • Lead technical development of additional module implementations within ServiceNow, including POC design, process modeling and gap analysis and mitigation • Provide programming/scripting and/or reverse engineering of the following: 		

<u>PSC No</u>	Dept Designation	PSC Amount	Description of Work	PSC Duration	Duration or Continued
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			<ul style="list-style-type: none"> o Angular JS/HTML/CSS/AJAX o Client Side and Server-Side Scripting o Business Rules, Script Includes, Client Scripts, UI Actions, Scheduled Jobs, ACLs, UI Scripts 		
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TOTAL AMOUNT \$66,981,000

Posting For August 5, 2024

Proposed Modifications to Personal Services Contracts

PSC Number	Department	Additional Amount	Cumulative Total	Description	Additional Duration	Cumulative Duration	Duration or Continuing
				The proposed work includes laboratory analytical testing of drinking water, wastewater, groundwater, soils, sediments, solids, hazardous waste, water and wastewater treatment chemicals, biosolids, and biota (tissue).			
PSC0004170 v1.01	PUBLIC UTILITIES COMMISSION -- PUC	\$1,800,000	\$6,800,000	An as-needed laboratory service is required to provide sample laboratory analysis for: 1) specialized sample testing that Water Quality Division (WQD) does not have the capability and/or capacity to perform; 2) additional capacity and specialized testing during water quality emergencies; 3) backup testing capabilities required for WQD laboratory equipment failures.	44 months	105 months	Duration

TOTAL AMOUNT \$1,800,000