

**PSC Management**

Draft	PSC Coordinator Review	Union Review	PSC Coordinator Approval	DHR Admin	CSC Admin	Completed	Rejected/Denied	Cancelled
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**Personal Service Contracts (PSC) Request Form**

Effective July 1, 2024, all PSC requests must be submitted using the ServiceNow PSC Application. For additional information, see below.

- **PSC Policy Guidance:**
  - Review the [2023 PSC Policy](#).
  - Use the [Civil Service and Prop J Requirements and Applicability](#) guidance to learn how to apply the 2023 PSC Policy to contracts for services.
  - Check the [Personal Services Contracts \(PSC\) Notification and Submission Deadlines 2025 Calendar](#) and make note of the deadlines for submitting PSC requests.
- **How to use the PSC ServiceNow application:**
  - Use the [ServiceNow PSC Management User Guide](#) or this [recorded training video](#) to learn how to submit requests in the PSC ServiceNow Application.
  - Watch this video to learn how to generate PSC Form 1: [PSC How to Generate Form 1](#)
- **Questions:**
  - Email questions or support needs to [adm.contracting.in.servicenow@sfgov.org](mailto:adm.contracting.in.servicenow@sfgov.org).

<table style="width: 100%; border-collapse: collapse;"> <tr> <td><b>Number</b></td> <td>DHRPSC0005245</td> </tr> <tr> <td><b>Requester</b></td> <td>My Lan Do Nguyen</td> </tr> <tr> <td><b>Submitting Department</b></td> <td>DPH</td> </tr> <tr> <td><b>Dept PSC Coordinator</b></td> <td>Reanna Albert</td> </tr> <tr> <td><b>Dept Project Manager</b></td> <td>Basil Price</td> </tr> </table>	<b>Number</b>	DHRPSC0005245	<b>Requester</b>	My Lan Do Nguyen	<b>Submitting Department</b>	DPH	<b>Dept PSC Coordinator</b>	Reanna Albert	<b>Dept Project Manager</b>	Basil Price	<table style="width: 100%; border-collapse: collapse;"> <tr> <td><b>Version</b></td> <td>1.0</td> </tr> <tr> <td><b>Initial Approval FY</b></td> <td>2025 - 2026</td> </tr> <tr> <td><b>Request Type</b></td> <td>New</td> </tr> <tr> <td><b>Request Status</b></td> <td>Completed</td> </tr> <tr> <td><b>PSC Formal Approval Date</b></td> <td>2025-07-21</td> </tr> <tr> <td><b>Opened</b></td> <td>2025-03-12 17:37:40</td> </tr> <tr> <td><b>Opened by</b></td> <td>My Lan Do Nguyen</td> </tr> <tr> <td><b>CSC Review Required</b></td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td><b>Watch list</b></td> <td>My Lan Do Nguyen, Reanna Albert</td> </tr> </table>	<b>Version</b>	1.0	<b>Initial Approval FY</b>	2025 - 2026	<b>Request Type</b>	New	<b>Request Status</b>	Completed	<b>PSC Formal Approval Date</b>	2025-07-21	<b>Opened</b>	2025-03-12 17:37:40	<b>Opened by</b>	My Lan Do Nguyen	<b>CSC Review Required</b>	<input checked="" type="checkbox"/>	<b>Watch list</b>	My Lan Do Nguyen, Reanna Albert
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**Brief description of proposed work:**

Hospital and Community Clinic Sites Unarmed Security Guard Services

**Amount**

**PSC Amount**

**Does contract include items other than services?**  No

The "PSC Amount" above should be limited to the value of the services portion of the contract. Unless the pricing is bundled and cannot be itemized, enter the value of commodities, equipment, software licenses, standard software support, etc. into the fields to the right. If applicable, hit save to view system calculated fields.

**Duration**

**Is PSC by Duration or Continuing?**

**PSC Duration (Months)**

**First Contract Start Date**  
**First Contract Not Yet Issued**  
**First Contract Start Date Exception (Override by OCA/DHR)**  
**PSC Duration End Date**  
**Initial PSC use by date (18 month expiration)**

**Funding**

**Funding Source (select all that apply)** City Funds

**Special circumstances related to funding that the Commission should consider:**

**Scope of Work****Clearly describe scope and detail the services to be performed:**

To provide security services to ensure the safety, security and welfare of patients/residents, visitors, and staff at the Zuckerberg San Francisco General Hospital, (ZSFG), Laguna Honda Hospital & Behavioral Health Community Clinics, unarmed security guards will be assigned to fixed-position locations providing access control by screening people entering the facilities using visual guards will also provide designated-route patrols of both interior and exterior locations. In addition, unarmed security guards will respond to incidents involving disturbances, violence and/or compliance with regulations pertaining to visitors, resident/patients, vendors, and the facility's premises. Contractor will provide regular written Daily Activity Reports and Incident Reports v

**Why are these services required and what are the consequences of denial?**

Security services are critical for the protection of patients, visitors and staff and to ensure the safety and order within facilities. A safe and secure environment is the responsibility of compliance, federal, state, and local regulatory agencies. The Department has recognized that the need for security as a major public safety measure. Denial of this service would leave the facilities vulnerable to lawsuits and denial of reimbursements, especially from federal and/or State payors.

**Has your department contracted out these services in the last three years?**  Yes

**How many contracts?**

**Why have you not hired City employees to perform the services?:**

The San Francisco Sheriff's Office has provided these services but acknowledged that they are experiencing significant staffing challenges, and are unable to provide uninterrupted, 24 hours a day service for most of the hospital positions. When the Sheriff's Office can fill their vacant positions, they will resume providing this service.

## Board and Commission Approvals

Will any contracts under this PSC require department Commission approval?  No  Will any contracts under this PSC require Board of Supervisors approval?  Yes

## Justification

Q1 - Any regulatory or legal requirements supporting outsourcing of this work?  No

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

Q3 - Are these proprietary services City is not authorized to do?  No

Q4 - Does City lack necessary facilities/equipment?  No

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

Explain the Temporary basis of the services  Services needed to address

Why do you believe this to be a transitional or short-term situation?

When the Sheriff's Department can fill their vacant positions, they will resume providing this service.

How will you ensure the services aren't needed once this PSC request has ended?

The services may be needed again in the future if the Sheriff's Department cannot maintain staffing to support the security need for these programs and facilities.

Describe the required skills and expertise needed to perform the services:

All security staff must possess a current license by the appropriate agency, such as the California Security Guard Registration Card issued by the State of California Bureau of Security and Investigative Services. They must also be trained in patrol techniques, report-writing, communication, access control, conflict resolution and de-escalation techniques.

Does the Department have employees with the required skills and expertise?  Yes

Explain why the employees are not able to perform these services:

The Sheriff's Department continues to experience significant staffing challenges and are unable to provide uninterrupted, 24 hours/7 days per week/365 days per year coverage required for each position.

Will the services terminate upon resolution of the situation?  Unknown at this time

Explain why:

The Sheriff's Department's persistent staffing challenges mean we cannot immediately discontinue contracted services. The need to maintain uninterrupted, 24/7/365 coverage requires us to continue these services to ensure public safety and operational stability, even after individual incidents are resolved

Additional information to support your request (Optional):

## Union Notifications

Select all potential Job Classes whose unions should be notified and click the "Save" button located on the top right corner of the form. Upon saving, the system will auto-populate the Labor Unions field with the corresponding Union(s) to be notified.

If you need assistance identifying the appropriate job classes, work with your department's HR team or search for classification information using DHR's Job Classifications and Compensation database.

Job Class(es) 8300 - Sheriff's Cadet

Labor Unions 790 - SEIU, Local 1021, Misc

Labor Union Email Addresses:

PSCreview@seiu1021.org

Union Review Required

Union Notification Duration in Days  10

Union Notification Sent

Union Review Sent On  2025-03-13

Union Review End Date  2025-03-23

Union Review Duration Met

Union Review Duration Met On  2025-05-12

## Mandatory Documents

**Important Note for PSC Summary (Form 1):** When information is entered into a PSC record, it takes time for that information to be synced to the PSC Summary (Form 1) for both the Pre-hourly (every hour, on the hour) so PSC Coordinators must wait at least one hour from the time information is entered and saved in a PSC record before generating a PSC Summary your responsibility to confirm that the Form 1 that you export contains complete and accurate information to prevent delays to your PSC requests.

PSC Summary (Form 1) – Post Union Notification

5245 Post Union Notification  
5.15.25.pdf

CSC Bundle

5245 CSC Bundle 5.15.25.pdf

List of contracts for the same or similar services in the last three years

DHRPSC0005245 PSC Submission  
List of Previously Approved  
Contracts.xlsx

CSC Bundle

Additional documents (Optional)

DHRPSC0005245 Hospital and  
Community Clinic Sites Unarmed  
Security Guard Services.pdf

PSC Summary (Form 1) – Pre Union Notification

Dept PSC Coordinator

Union notification waived

Dept PSC Coordinator Decision  Review Completed/Sen

Dept PSC Coordinator Decision Date  2025-05-15