



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

**LONDON N. BREED  
MAYOR**

**MINUTES  
Regular Meeting  
August 5, 2024**

**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 #2669 129 8545. Instructions for providing remote public comment are below.**

**LISTEN/PUBLIC COMMENT CALL-IN  
USA is (415) 655-0001 | Access Code: #2669 129 8545  
Press # twice to listen to the meeting via audio conference  
Dial \*3 when you are ready to queue**

**LONDON N. BREED, MAYOR**

**COMMISSIONERS**

**KATE FAVETTI**

**President**

**ELIZABETH SALVESON**

**Vice President**

**F.X. CROWLEY**

**VITUS LEUNG**

**JACQUELINE MINOR**

**SANDRA ENG**

**Executive Officer**

The public is encouraged to submit comments in advance of the meeting by email at [civilservice@sfgov.org](mailto: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 meetings use the Civil Service Commission's dedicated public comment line 1-415-655-0001, Access Code #2669 129 8545.

**CALL TO ORDER**

2:00 p.m.

**ROLL CALL**

|                                   |                 |
|-----------------------------------|-----------------|
| President Kate Favetti            | Present         |
| Vice President Elizabeth Salveson | Present         |
| Commissioner F. X. Crowley        | Present         |
| Commissioner Vitus Leung          | Present         |
| Commissioner Jacqueline P. Minor  | Excused Absence |

President Kate Favetti presided.

**REQUEST TO SPEAK ON ANY MATTER WITHIN THE JURISDICTION OF THE CIVIL SERVICE COMMISSION BUT NOT APPEARING ON TODAY'S AGENDA (Item No. 2)**

Ellen Lee Zhou, 20-year unvaccinated employee who was terminated, reinstate wrongfully terminated employees.  
Brenda Barros, where is Equity, where is the policy on discrimination, the equity process?

**APPROVAL OF MINUTES (Item No. 3)**

Regular Meeting of July 15, 2024 – 2:00 p.m.

**Action:** Adopted the Minutes. (Vote of 4 to 0)

**Public** Ellen Lee Zhou

**Comment:**

**ANNOUNCEMENTS (Item No. 4)**

None.

**HUMAN RESOURCES DIRECTOR’S REPORT (Item No. 5)**

Carol Isen, report back to the Commissioners acknowledging them that they have been enrolled int the “Violence Prevention Training” need to be taken by December 31, 2024.

**EXECUTIVE OFFICER’S REPORT**

**0153-24-1 Discussion on Format of Ratification Agenda. (Item No. 6)**

**Speakers:** Kate Favetti

**0154-24-1 Issue-Spotting and Troubleshooting in the New ServiceNow Personal Service Contract (PSC) Application. (Item No. 7)**

**Speakers:** Lavena Holmes, Civil Service Commission  
Mike Cotter, Department of Human Resources  
Taraneh Moayed, Office of Contract Administration

**Action:** No action taken.

**0150-24-8 Review of Request for Approval of Proposed Personal Services Contracts. (Item No. 8)**

| PSC                   | Department | Amount      | Type of Service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Type of Approval | Duration  |
|-----------------------|------------|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-----------|
| DHRPSC 0004105 v 0.01 | Airport    | \$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 treatment 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.                                                                                                                                                                                                                                                                                                                                                                             | New              | 60 months |
| DHRPSC 0004104 v 0.01 | Airport    | \$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, advertisement 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. | New              | 60 months |

| PSC                   | Department                         | Amount       | Type of Service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Type of Approval | Duration  |
|-----------------------|------------------------------------|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-----------|
| DHRPSC 0004106 v 0.01 | Department of Emergency Management | \$4,000,000  | Contractor will create and build on existing effective capabilities relating to the emergency preparedness/resilience, response, and recovery within San Francisco and it's 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.     | New              | 48 months |
| DHRPSC 0001012 v 0.01 | Public Health                      | \$231,000    | Switchgear Maintenance involves regular inspection, testing and servicing of electrical equipment such as circuit breakers, switches, and relays to ensure proper function, prevent breakdowns, and maximize operation efficiency.<br>1. Visual Inspection – Regular visual checks to identify wear, corrosion, or damage on switchgear components<br>2. Function Testing – Testing functionality of circuit breakers, switches, relays, and protective devices<br>3. Cleaning – Removal of dust, dirt, and debris from switchgear to prevent insulation breakdown<br>4. Tightening Connections – Ensuring all electrical connections are properly tightened to prevent overheating<br>5. Insulation testing – Conducting insulation resistance tests to detect deterioration of insulation material<br>6. Lubrication – Applying lubricants to moving parts and mechanics<br>7. Documentation and Record Keeping – Maintain detailed record of maintenance activities, test results, and equipment condition                                                                                                                                                                                                                                                 | New              | 36 months |
| DHRPSC 0004112 v 0.01 | Police                             | \$300,000    | 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)). 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 posts a written summary 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. | New              | 36 months |
| DHRPSC 0004117 v 0.01 | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | New              | 60 months |
| DHRPSC 0004123 v 0.01 | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | New              | 66 months |

| PSC                   | Department                  | Amount              | Type of Service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Type of Approval | Duration                                                                                                             |
|-----------------------|-----------------------------|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|----------------------------------------------------------------------------------------------------------------------|
| DHRPSC 0004121 v 0.01 | 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 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.<br>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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | New              | 101 months<br><br><i>Any approval will be conditioned on a status report to the Commission in year 4 of the PSC.</i> |
| DHRPSC 0004130 v 0.01 | Technology                  | \$2,500,000         | 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.<br>The selected contractor will provide support for project-based works.<br><br>PLEASE SEE SUPPORTING MATERIALS FROM DEPARTMENT FOR THE FULL SCOPE OF WORK.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | New              | 60 months                                                                                                            |
| DHRPSC 0004131 v 0.01 | Technology                  | <b>\$20,000,000</b> | The selected contractor will provide support for project-based work. This includes but not limited to:<br><ul style="list-style-type: none"> <li>• 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 PSCs related to technology marketplace requisitions only, which Local 21 reviews through a unique business process.</li> <li>• Enhancements to existing applications: Based on feedback received from users or issues reported, OCA/Gov Ops may propose updates to the system to improve data quality, usability, etc.</li> <li>• Updates to existing applications in response to changes in law or policy: When departments change business processes that impact contracting, OCA/Gov Ops determines whether changes to any ServiceNow applications are needed to implement the new process.</li> <li>• New 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> <li>• Office of Contract Administration (OCA) business process automation (i.e., ServiceNow suite of OCA Waivers Custom Applications)</li> <li>• City Administrator Office (ADM) ICS 214 Application</li> <li>• Department of Human Resources (HRD) ServiceNow Human Resources Service Delivery Configuration/Implementation</li> <li>• Enhancements to the existing suite of ServiceNow applications</li> </ul><br>PLEASE SEE SUPPORTING MATERIALS FROM DEPARTMENT FOR THE FULL SCOPE OF WORK. | New              | 102 months<br><br><i>Any approval will be conditioned on a status report to the Commission in year 4 of the PSC.</i> |

| PSC                   | Department                  | Amount                                                                                                                 | Type of Service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Type of Approval | Duration                                                                                                             |
|-----------------------|-----------------------------|------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|----------------------------------------------------------------------------------------------------------------------|
| DHRPSC 0004170 v 1.01 | Public Utilities Commission | Current Approved Amount \$5,000,000<br>Increase Amount Requested \$1,800,000<br>New Total Amount Requested \$6,800,000 | 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). 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. | Amendment        | 105 months<br><br><i>Any approval will be conditioned on a status report to the Commission in year 4 of the PSC.</i> |

**Speakers:** Sung Kim and Emily Lee, Airport spoke on PSC #DHRPSC0004105 v 0.01  
 Reanna Albert, AJ Singh, Department of Public Health and Linda Repola from the City Administrator’s office spoke on PSC #DHRPSC0001012 v 0.01  
 Jolie Gines and Rohit Gupta, Technology spoke on PSC #'s DHRPSC0004130 v 0.01 and DHRPSC0004131 v 0.01

- Action:**
- Continued PSC #DHRPSC0004105 v 0.01 from the Airport to the meeting of August 19, 2024, Airport to respond to whether the services can be bundled and to ensure the correct care will be provided for the animals. (Vote of 4 to 0)
  - Approved PSC #DHRPSC0001012 v 0.01 from the Department of Public Health with the condition that the department works with Lavena Holmes, Deputy Director of Civil Services to amend the scope of work to include the use of 12,000-voltage power. (Vote of 4 to 0)
  - Approved PSC # DHRPSC0004130 v 0.01 from the Department of Technology. (Vote of 4 to 0)
  - Approved PSC # DHRPSC0004131 v 0.01 from the Department of Technology with the condition to update the summary to clarify the department’s intent to hire and to report back in two (2) years. (Vote of 4 to 0)
  - Adopted the report. Approved the remaining requests for proposed Personal Services Contracts; Notify the Office of the Controller and the Office of Contract Administration. (Vote of 4 to 0)

**0152-24-3 Survey of Monthly Rates Paid to Police Officers and Fire Fighters in All Cities of 350,000 or More in the State of California (FY24-25). (Item No. 9)**

**Speakers:** None.

**Action:** Adopted Report; Transmit rates to the Retirement System in accordance with Charter section A8.590.1 – A8.590.7; Provide report to the Board of Supervisors. (Vote of 4 to 0)

**0151-24-8 Request to Grant the Health Service System Continuing Approval for Benefit Related Contracts for Personal Services Contracts. (Item No. 10)**

**Speakers:** None.

**Action:** Approve the report. (Vote of 4 to 0)

**0098-21-8 Review of Request for Approval of Personal Services Contract Number 48746-20/21 from the Airport – Omit Posting. (Item No. 11)**

**June 21, 2021:** Denied the request for PSC #48746-20/21 – Omit Posting. Continued to the meeting of July 19, 2021, for consideration.

**July 19, 2021:** Adopted the report and approved PSC #48746-20/21 – Omit Posting for 5 years with the condition for a classification review. In addition, Airport will provide an annual report on the status of the classification review and discussions between Airport and Local 39. Notify the Office of the Controller and the Office of Contract Administration.

**July 15, 2024:** Postpone to the meeting of August 5, 2024, at the request of the department.

**Speakers:** Sung Kim, Airport

**Action:** Continued to the meeting of September 16, 2024, with the condition of the Airport having a representative from Human Resources to provide an update to the Commission on the classifications that can perform this work in-house. (Vote of 4 to 0)

**COMMISSIONERS' ANNOUNCEMENTS/REQUESTS (Item No. 12)**

Commissioner Leung requested PUC to be present at the meeting in City Hall and would like a presentation on their contracting out process.

Commissioner Crowley would like department representatives and PSC coordinators to be present at Commission meetings (to the extent possible and feasible) to make their presentation and respond to the Commission's questions. It is difficult to understand the information shared by department representatives and PSC coordinators when they participate in meetings remotely and their connection is not clear.

**ADJOURNMENT (Item No. 13)**

3:53 p.m.