

PERSONNEL, AUDITS, AND ANIMAL WELFARE COMMITTEE REPORT relative to proposed First Amended and Restated Agreement with PSI Services LLC (PSI Services; Contract No. C-133329) to provide remote test proctoring services for the administration of Civil Service examinations.

Recommendation for Council action:

AUTHORIZE the General Manager, Personnel Department, to execute, the First Amended and Restated Professional Services Agreement, Contract No. C-133329, with PSI Services, subject to approval as to form by the City Attorney as follows:

- a. Extend the term for a revised term effective December 1, 2018 through November 30, 2023.
- b. Maintain the expenditure authority at not to exceed \$500,000.

Fiscal Impact Statement: The City Administrative Officer (CAO) reports that funding is included in the 2021-22 Adopted Budget within the Personnel Department's Contractual Services Account within the line item titled "Anytime/Anywhere Testing program," which is budgeted \$300,000. There is no additional impact to the General Fund.

Financial Policies Statement: The CAO reports that as budgeted funds are available to support the proposed Agreement and expenditures in the current year, and future year expenditures are limited to the appropriation of funds, the recommendation of this report complies with the City's Financial Policies.

Community Impact Statement: None submitted.

TIME LIMIT FILE – OCTOBER 19, 2021

(LAST DAY FOR COUNCIL ACTION – OCTOBER 19, 2021)

Summary:

On September 1, 2021, your Committee considered a July 20, 2021 CAO report relative to proposed First Amended and Restated Agreement with PSI Services LLC (PSI Services; Contract No. C-133329) to provide remote test proctoring services for the administration of Civil Service examinations. According to the CAO, the current Agreement includes a term effective December 1, 2018 through November 30, 2021 with an expenditure authority not to exceed \$500,000. Approval of the proposed Agreement will:

- Extend the term for a revised term effective December 1, 2018 through November 30, 2023.
- Maintain the expenditure authority at not to exceed \$500,000. Actual costs during the initial term of the contract.

Actual costs during the initial term of the contract through July 19, 2021 totals \$208,832. The proposed Agreement includes a ratification clause to allow the Contractor to continue providing services prior to execution of the proposed Agreement.

The scope of work provided under the proposed Agreement includes:

- Integrating remote proctoring system with the City's test delivery system.
- Providing on-demand online remote test proctoring services for examinees.
- Assigning trained proctors to verify the identity of examinees and to review all recorded tests.
- Providing various technical support to examinees.
- Performing all necessary steps to ensure the security, integrity, and confidentiality of all examination materials.
- Assigning auditing staff to re-review 10 percent of all video-recorded test sessions to ensure accuracy and consistency in the incidents reported.

Compensation for services provided are determined based on the length of time for an exam and the number of examinees for a test session. After consideration and having provided an opportunity for public comment, the Committee moved to recommend approval of the recommendation contained in the July 20, 2021 CAO report and detailed in the above recommendation. This matter is now submitted to Council for its consideration.

Respectfully Submitted,

Personnel, Audits, and Animal Welfare Committee

COUNCILMEMBER VOTE

KORETZ: YES

HARRIS-DAWSON: YES

BONIN: YES

ARL

9/1/21

-NOT OFFICIAL UNTIL COUNCIL ACTS-