



**SAN FRANCISCO
HEALTH SERVICE SYSTEM**

Affordable, Quality Benefits & Well-Being

ADDENDUM NO. 1

**PeopleSoft HCM Benefits Optimization and Implementation
Services (RFPQHSS2026.I1)**

June 3rd, 2026

REQUEST FOR BIDS FOR

**PeopleSoft HCM Benefits Optimization and Implementation Services
(RFPQHSS2026.I1)**

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This Addendum is being issued to modify the requirements in the above-referenced Request for Bids (RFB) and to respond to questions and requests for clarification received by or before June 9, 2026 at 2:00 PM (PDT) (the “Deadline for Questions”).

Please review the terms of the RFB and this Addendum carefully. If there are any inconsistencies between the RFB (issued May 26, 2026) and the terms of this Addendum No. 1, then the terms of this Addendum No. 1 shall prevail.

Section references below are to the RFB and are provided for convenience of reference only.

A. Modifications to the RFB

1. Appendix A – Phase II Implementation Scope of Services.

Section 2 (Background and Context) is hereby modified to read as follows:

The San Francisco Health Service System (SFHSS) is the module owner for PeopleSoft HCM Benefits Administration within the City and County of San Francisco (CCSF). SFHSS administers health and welfare benefits for active employees, retirees, and their dependents across CCSF departments.

Three organizational constraints are non-negotiable for any vendor engaging on this project:

- *The CCSF Controller's Office holds infrastructure-level authority over the PeopleSoft environment. All environment changes (Dev to Test to Production) require Controller's Office coordination. Vendors are responsible for scheduling and tracking this dependency.*
- *Vendors must include a Future State / To-Be Business Analysis phase as a precondition to configuration.*
 - *This phase is intended to validate, refine, and sequence implementation of the Tier 1 requirements identified in this Scope of Services. It is not intended to re-open the completed Phase 0 Scope Initiation or Phase I Functional Assessment, nor to substitute for delivery of working, tested system outcomes.*
 - *As part of this phase, the selected vendor must review SFHSS's documented current-state issues, Tier 1 requirements, employer-group dependencies, payroll and carrier-interface impacts, and Controller's Office environment-migration requirements.*
 - *The vendor must produce a concise To-Be Design Confirmation deliverable that includes: proposed configuration approach; requirement-to-deliverable traceability; known assumptions and dependencies; identified gaps or decisions requiring SFHSS, Controller's Office, Payroll, or other stakeholder input; testing implications; migration/cutover considerations; and any impacts to the approved project schedule or milestone sequencing.*
- *Vendors must account for this in their proposed approach, timeline, and pricing. Proposals may not defer pricing, schedule commitments, or core implementation responsibility on the basis that the To-Be phase will occur after award. SFHSS expects the To-Be Design Confirmation phase to function as an implementation validation and acceptance gate before configuration begins, not as an open-ended advisory or re-scoping engagement.*
- *Arrears processing configuration requires coordination with and approval from the CCSF Payroll Department prior to production deployment. Vendors must account for this dependency in their proposed timeline and testing approach.*

The scope of services described herein represents SFHSS's current requirements and serves as a guide to the work expected to be performed. It is not a complete listing of all services that may be required. Scope will be finalized through contract negotiations. SFHSS reserves the right to request additional services substantially related in nature during the contract negotiation phase.

2. Appendix A – Phase II Implementation Scope of Services.

Section 5 (Deliverables and Payment Milestone Gates) is hereby modified to include the following *footnote #1* to the table under Deliverable #2 (To-Be Documentation):

#	Deliverable	Description	Payment Gate
2 ¹	To-Be Documentation	Completed Future State / To-Be design validated and signed off by SFHSS.	Milestone 2 – no configuration work begins until SFHSS written sign-off on To-Be documentation.

¹ The To-Be Design Confirmation deliverable must be submitted to and accepted in writing by SFHSS before configuration work begins. Acceptance of this deliverable confirms that the vendor’s proposed configuration path, dependencies, testing approach, and milestone sequencing are sufficiently defined to proceed. Acceptance does not waive the vendor’s responsibility to deliver all accepted Tier 1 requirements, tested configuration, documentation, migration support, and post-go-live support required under this Scope of Services.

3. Appendix B – Vendor Response Form.

SFHSS has uploaded a new version of the file “[Appendix B – Vendor Response Form \(Updated 6/3/2026\)](#)” posted to <https://sfhss.org/RFPs> that replaces the prior version of the form. Respondents are to complete and submit this updated version of the form with their proposal, and in accordance with Section 1 (Bid Proposal Requirements Checklist) therein.

Please note the modifications to this Section 1 to include the following proposal requirement:

- Redlines and/or comments to Appendix C (Standard Agreement) and Appendix D (Business Associate Agreement) for review by SFHSS and City Attorney.*

B. Questions & Answers

1. Please confirm the budget for this solicitation.

SFHSS Response:

The not-to-exceed value of a contract resulting from this solicitation will be up to \$1,250,000.

2. Please confirm any requirements and expectations for a Respondent as it relates to submitting redlines to Appendix C (Standard Agreement) and Appendix D (Business Associate Agreement).

SFHSS Response:

Appendix C (Standard Agreement) contains the general form and content of the contract SFHSS anticipates using for the agreement with the selected Respondent as a result of this solicitation. A Respondent's proposal will serve as the basis for negotiations with a selected vendor.

SFHSS reserves the right to add or delete language from Appendix C (Standard Agreement) when preparing the final form of the agreement with a selected Respondent. Furthermore, SFHSS reserves the right to discuss any Respondent-proposed change to terms or conditions and to clarify and supplement such proposal. If a Respondent fails to identify an objection to any particular term or condition, the term or condition will be deemed agreed to by vendor. In the redline to the Standard Agreement, Respondent will clearly explain any instance where Respondent is unable to comply.

Responses which do not either indicate acceptance or redline proposed changes, or if a Respondent rejects most or all Standard Agreement provisions outright, may be deemed non-responsive. Proposals that are contingent upon SFHSS and the City making substantial changes to the material terms and specifications published in the RFB may be disqualified. SFHSS will consider the number and nature of the terms and conditions Respondent is objecting to in determining the likelihood of completing an agreement with Respondent if selected.

If a satisfactory contract cannot be negotiated in a reasonable time with the selected Respondent, then the City/SFHSS may, in its sole discretion, terminate negotiations and begin contract negotiations with any other remaining Respondents, or reissue a subsequent solicitation.