

Recommendation for the PeopleSoft Human Capital Management (HCM) Benefits Optimization and Implementation Services Request for Proposal

Health Service Board | October 8, 2026

Presenters:

Rin Coleridge, Chief Operating and Experience Officer

Michael Visconti, Contracts Administration Manager

Agenda

- Recommendation for Board Action
- Background
 - What is PeopleSoft HCM?
 - Why this Matters
 - What is the Council on Information Technology (COIT)?
 - Why the Initiative is Important
 - Benefits to SFHSS members
 - Project Funding by Source
- RFP Summary and Background
- RFP Results
- Next steps if approved by the Health Service Board
- Recommendation for Board Action

Recommendation for Board Action

Approve CherryRoad as the selected service provider for the PeopleSoft Human Capital Management (HCM) Benefits Optimization and Implementation Services Request for Proposal (RFP).

- **If approved**, SFHSS to proceed with an agreement with the highest-ranked respondent per terms of the RFP and **Board Governance Section 207¹**:

¹ The role of the Board with respect to the selection of service providers is to: ...

c) Approve the award of a contract with the following primary service providers:...

v. Information technology consultants retained for services with contract values in excess of \$500,000[.]

available at <https://sfhss.org/board-policies-and-reference-documents>

What is PeopleSoft HCM?

PeopleSoft HCM is the benefits administration platform SFHSS used to hold, process, and connect benefits-related information

- HCM stands for Human Capital Management.
- PeopleSoft HCM supports human resources from recruitment to retirement.
- Self-service online enrollment is part of PeopleSoft HCM.
- For SFHSS, the relevant module is PeopleSoft HCM Benefits Administration

In benefits administration, the system context includes:

Employee and dependent data

Benefit events and enrollment

Payroll integration

Carrier interfaces

System of record for benefits administration

Why this Matters

SFHSS relies on PeopleSoft to administer benefits at scale. Today we face outdated configuration, manual workload, and data integrity gaps.

Strategic plan tie

Supports member experience, workflow efficiency, technology reliability, and compliance readiness.

Operational tie

Moves work from manual handling toward configured workflows, testing, monitoring, documentation, and acceptance controls.

Member tie

Supports more consistent notifications, enrollment modernization, eligibility controls, and carrier data integrity.

The PeopleSoft HCM Benefits Optimization initiative is a business modernization project that uses PeopleSoft configuration and delivered functionality to strengthen benefits administration.

What is the Council on Information Technology (COIT)?

COIT is the City forum for technology strategy, policy, investment review, funding recommendations, and cross-department coordination.

COIT's stated roles

- Convene leadership through public meetings.
- Develop San Francisco's five-year strategic technology plan.
- Review and approve new technology projects above \$100,000.
- Create technology policies.

Current strategy themes

- The FY2026–30 technology strategy has these strategic goals:
 - Online and accessible City services.
 - Efficient and cost-effective City operations.
 - IT infrastructure the City can trust.

Technology project funding role

- COIT provides funding recommendations to the Mayor and Board of Supervisors for technology projects that go through centralized review.
- COIT's Annual Projects Allocation is a pay-as-you-go General Fund allocation for technology projects throughout the City.
- COIT also has a Major IT Projects Allocation for projects that impact multiple departments.

SFHSS Peoplesoft HCM Technology Project

- Requested project approval and funding February 2025
- COIT approved and funded \$1.05M of the project
- Completed the assessment phase January 2026
- Contracting for implementation phase September 2026

Why the Initiative is Important

Scale of responsibility

SFHSS administers health benefits for nearly 133,000 employees, retirees, and eligible dependents across four employers.



Current operating challenge

PeopleSoft is the core system of record. There exist longstanding processing inefficiencies, data integrity gaps, and manual workload.



Objective

The project seeks working, tested system outcomes against defined requirements and milestones—not advisory work.

The system that supports member benefits needs more reliable automation, clearer controls, and less manual handling.

Benefits to SFHSS members

More timely information

Automated member notifications aligned with processing stages replace delayed and inconsistent manual communications.

More accurate enrollment handling

Controls address eligibility, duplicate or missing SSNs, covered person type, dual coverage, and dependent verification.

Fewer coverage data issues

Carrier file integrity and sequencing controls are intended to reduce dropped records and coverage gaps in carrier data.

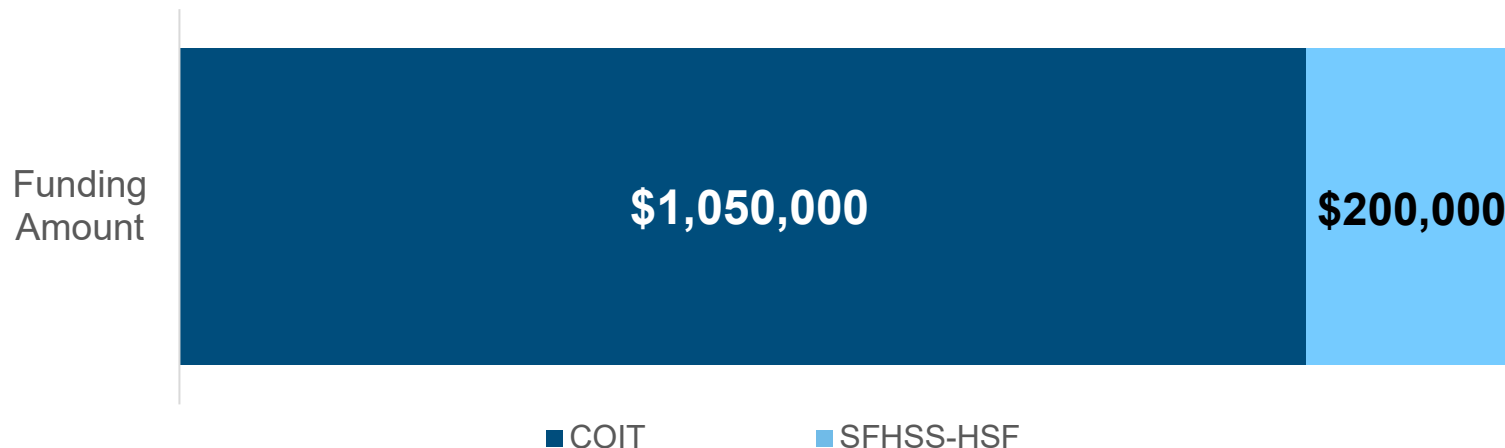
Modernized enrollment experience

Fluid Enrollment, Activity Guides, attachments, approvals, notifications, and benefit statements are included in scope.

Member-facing importance: The PeopleSoft (HCM) Benefits Optimization aims to reduce avoidable friction in benefits administration by making common steps more automated, controlled, and visible.

Project Funding by Source

SFHSS is availing ourselves of multiple funding sources for this project with minimal impact to the Healthcare Sustainability Fund (HSF).



RFP Summary and Background

- Staff completed the RFP in compliance with the RFP terms and conditions and SFHSS procurement rules, policies and procedures.
- Evaluation criteria were pre-established and applied as-issued.
- Staff is recommending **CherryRoad** as the highest-qualified respondent as ranked by an independent evaluation panel.
- The Board is being asked to decide whether to accept the outcome of the competitive procurement process.

RFP Results

Scoring Sections	Points Available	AllCode	CherryRoad	ThoughtFocus
▪ Understanding of SFHSS and Project Goals	5.00	4.43	3.79	3.86
▪ Proposed Approach and Detailed Schedule	35.00	26.93	27.14	22.93
▪ Qualifications and Experience	30.00	23.86	24.43	22.07
▪ Cost Proposal	30.00	25.37	25.41	24.93
▪ Oral Interview	50.00	36.86	44.07	32.79
Total	150.00	117.44	124.84	106.57
Final Ranking		2nd	1st	3rd

Next steps if approved by the Health Service Board

- Finalize scope, schedule, milestones, acceptance criteria, and payment terms with CherryRoad and SFHSS Information Systems Subject Matter Experts;
- Complete standard City reviews and approvals with City Attorney;
- Confirm all insurance and Business Associate Agreement (BAA) requirements before contract execution;
- Execute agreement with CherryRoad and issue Notice to Proceed
- Begin kickoff, CON/Payroll dependency validation, and To-Be Design Confirmation phase
- Maintain SFHSS ownership of business decisions and CON/Payroll authority over controlled technical dependencies and environments.

Recommendation for Board Action

Approve CherryRoad as the selected service provider for the PeopleSoft Human Capital Management (HCM) Benefits Optimization and Implementation Services Request for Proposal.

Key Considerations

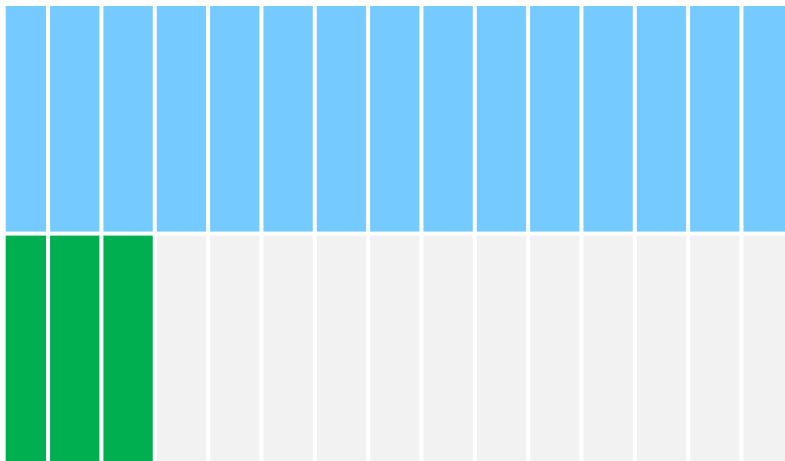
- **Highest Ranked Vendor from Competitive Procurement (RFP):** CherryRoad
 - CherryRoad is a PeopleSoft subject-matter expert with established experience supporting City Departments
 - CherryRoad was pre-qualified by RFQ 2022-04 Enterprise Resource Planning Systems Implementation & Support Services from the Office of the City Controller or CON ([link](#))
- **Project Duration:** Est. 18 months (October/November 2026 – May 2028)
 - 16-month implementation
 - 60-Day Post-Go-Live Support from the vendor.

RFP Summary and Background – Schedule

Event	Date(s)
▪ Competitive Solicitation (RFP) Issued by SFHSS	May 26, 2026
▪ RFP Questions and Addenda	through June 17, 2026
▪ Proposals Due	June 25, 2026
▪ Evaluation by Independent Panel	July – August 2026
▪ Vendor Discussions and Scope Finalization	August – October 2026
▪ Recommendation to the Health Service Board	October 8, 2026
▪ Project Go-Live	November 2026

¹ See additional RFP process, steps and safeguards in Appendix

RFP Summary and Background – Minimum Qualifications and Qualified Respondents



15

Controller's Office list of Pre-qualified and eligible vendors

3

Pre-qualified vendors submitted *Proposals*