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AGENDA REPORT

TO: Sabrina B. Landreth
City Administrator

FROM: Sara Bedford
Human Services Director

SUBJECT: HSD Cityspan Contract

DATE: February 16, 2018

City Administrator Approval

Date:

3/1/18

RECOMMENDATION

Staff Recommends That The City Council Adopt A Resolution Waiving The Competitive Solicitation Process Requirements, And Authorizing The City Administrator To Execute An Agreement With Cityspan Technologies, Inc. In An Amount Not To Exceed \$223,000 For Licensing And Hosting Of A Web-Based, Client-Level Tracking And Contract Management Database System For Oakland Paratransit for the Elderly And Disabled Program (OPED) And Oakland Fund For Children And Youth (OFCY) From April 1, 2018 Through June 30, 2021.

EXECUTIVE SUMMARY

Adoption of this resolution will waive the competitive solicitation requirements and authorize the City Administrator to enter into an agreement with Cityspan Technologies, Inc. (Cityspan) to provide licensing and hosting of a web-based, client-level tracking, and contract management database system in an amount not to exceed \$223,000 from April 1, 2018 to June 30, 2021. The services are for (1) Oakland Paratransit for the Elderly and Disabled (OPED) in the amount of \$37,500 and (2) Oakland Fund for Children and Youth (OFCY) in the amount of \$185,500.

BACKGROUND / LEGISLATIVE HISTORY

On May 3, 2006, the Human Services Department (HSD) issued a request for bids for web-based contract management and client tracking database services. Cityspan was significantly more qualified than other bids, the most cost-effective and the best match for the project requirements as determined by staff review. On August 8, 2006 City Council approved a contract with Cityspan to develop a web-based database system for Measure Y for FY 2006-2007, 2007-2008, and 2008-2009.

An amendment to the Cityspan contract was approved on November 3, 2008 for Cityspan to continue services with Measure Y, and to begin providing service to the Oakland Fund for Children and Youth (OFCY) through FY 2009-2010, 2010-2011 and 2011-2012 (Resolution No. 81650 C.M.S.). The contract was amended on July 17, 2012 for an additional three-year period

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Cityspan's web-based data management system has greatly mitigated the issue of limited user access by staff other than the expert staff. Work quality, reporting, querying, and timely customer service response have greatly increased and all OPED staff has knowledgeable and efficient access to program information.

Oakland Fund for Children and Youth (OFCY)

On an annual basis, OFCY administers nearly 150 grants. Monitoring and processing program activity and reporting to ensure responsible contract compliance across programs without a web-based database system is labor intensive, time consuming and highly vulnerable to human errors, all of which the web-based data management system greatly mitigates. The quality and timeliness of both contract monitoring and data collection for program reporting and evaluation has been greatly increased compared to prior to implementation of the Cityspan system.

The Cityspan contract management system allows OFCY to manage grantee scopes of work, budgets, progress reports, and online invoices. The system is used for online submission and review of Request for Proposals (RFP) for the OFCY three-year funding cycle. Work with Cityspan begins in July 2018 to develop the next OFCY RFP for release in December 2018, for new funding beginning in FY 2019-2020.

OFCY's external evaluators have been involved over the past years in the development of the database to monitor program performance and to utilize data extracts from Cityspan to conduct their mid-year and annual evaluation of program performance.

Cityspan is integrated with Oakland Unified School District (OUSD). Client-level data is matched to the OUSD AERIES data management system for over 9,000 students served by OFCY-funded school-based after school programs, allowing OFCY's evaluators to match client participation in OFCY-funded programs to school day outcomes, including testing data and school attendance.

Cityspan generates export files used by the OFCY's independent evaluators to conduct detailed participation and outcome analyses, and generates statistical reports that summarize grantee services for use by grantees and OFCY staff for grant monitoring purposes. In addition, Cityspan provides technical assistance to OFCY grantees by providing users with access to Cityspan's help desk, with requests to the help desk submitted by both phone and email. The Cityspan database holds archival program data, providing staff with the ability to look at multi-year service analysis trends that help guide OFCY program and service development.

The Cityspan system also protects the privacy of clients, safeguards the confidentiality of data, and ensures invoices are submitted for approval by only one authorized senior program staff. Cityspan has created a standard client/parent data-sharing consent form that is used by OFCY grantees so they are aware that their demographic information and participation is being entered into Cityspan and used through independent evaluation to demonstrate program performance. The contract management system is subject to Cityspan's overall security protocol, which includes locating servers and data within a secure datacenter, securing client-server communications with 128-bit encryption (a Health Insurance Portability and Accountability Act [HIPPA] requirement) and requiring strong username/ passwords for system users. An authentication protocol prevents access to the database without a secure ID and

password issued by Cityspan. Each grantee determines which members of its agency have access to the database and their level of access to the system. To submit progress reports and quarterly invoices, the program's Executive Director must sign off on the accuracy of the report and invoice through an encrypted login.

Summary of Cityspan Technologies, Inc.

Cityspan Technologies, Inc. is the leading provider of database management services for major government funders of youth service providers, including San Francisco's Department of Children, Youth, and Families; the City of Chicago Department of Family & Support Services; and the State of New Jersey Department of Children and Families.

Cityspan provides a wide array of services, including:

- Secure, web-based data entry/collection across all OPED, Measure Y, OFCY and AC-OCAP programs;
- Operation of a 40-hour a week customer service hotline;
- Customized automated reporting;
- Development of sharing protocols to allow distinct agencies and programs working in collaboration to share specific, defined information;
- Automated invoicing and contract management;
- Data field customization;
- Participant tracking sheet support; and,
- Data preparation and downloading for HSD external evaluators.

Cityspan is unique among vendors in that they offer both pre-configured solutions and highly customized applications that respond directly to the changing needs of the contracting program. Cityspan databases holds archival program data, providing staff with an opportunity for multi-year service analysis trends that will help guide OPED program and service development. Cityspan's unified database system will provide HSD with the ability to track participants, monitor grants, manage contracts, and analyze data across programs.

Waive Competitive Process

Oakland Municipal Code ("OMC") section 2.04.042 requires the City Administrator to conduct a competitive multiple-step solicitation process for the acquisition of any computerized or information technology ("IT") system. OMC 2.04.042.D provides that the City Council may waive the competitive solicitation process for IT acquisitions upon a finding and determination by the City Council that it is in the best interests of the City to waive the process.

HSD requests a waiver of the competitive solicitation process requirements. The waiver will enable the City to build upon the existing database services and receive a higher value for the cost and amount of services provided.

Cityspan was initially selected through a competitive process to provide customized web-based and data management services. The use of a single provider for these services will provide for more effective data management services for Human Services contractors across the city that are providing services throughout the Oakland community.

Alternative #1	City Council may not waive the competitive solicitation process and require HSD to conduct a new solicitation for licensing and hosting, web-based client-level tracking and contract management database systems.
Pros	Requiring HSD to conduct a competitive solicitation process will allow new vendors to bid for services.
Cons	A new competitive process will delay online client-level tracking and contract management database systems for OPED, OFCY and 148 OFCY funded programs. If a new vendor were selected, it would take at least a year to implement the training for staff and providers necessary to execute such a change. It will also cost substantially more in development, training and data transfer, resources not currently available in these programs.
Reason for not recommending Alternative #1	Cityspan has provided quality services to OFCY for a number of years at a reasonable cost. Transfer of existing data to a new system would require significant time and costs, not currently available. Cityspan has developed many custom reports for OPED and OFCY for program evaluation and monitoring that would need to be re-created by a new vendor at significant cost of time and expense.

FISCAL IMPACT

There is no impact on the General Fund. Funding for the contract with Cityspan in the amount of \$223,000 is available from the following sources:

Fund Source	Organization	Award	Project	Program	Amount
(2213) – Measure B Paratransit - ACTC Fund	(75621) - Oakland Paratransit for the Elderly & Disabled Organization	(23192) – FY 2017-2018 OPED Administration Project Award	(1003632) – FY 2017-2018 Measure B Project	(YS14) – Empowering Seniors & People With Disability Program	\$37,500
(1780) - Oakland Fund for Children and Youth (OFCY) - Kids First Oakland Children's Fund	(78251) - Youth Services Organization	(23195) – FY 2017-2018 OFCY Administration Project Award	(1003645) – FY 2017-2018 OFCY Project	(YS04) - OFCY Program	\$185,500
Total Three Year Project Costs:					\$223,000

A breakdown of the overall project costs is as follows:

Cost Category	Description	Amount
License & Hosting	For costs associated with source code development, application monitoring, error correction, internet connectivity and browser compatibility testing.	\$90,000
Project Management	To cover the cost of in-person meetings, email and phone communications between Cityspan, the City of Oakland, and the City's grantees and institutional partners. Project management tasks include development of the system specification, monitoring of end user feed-back and reports regarding system status and performance. This includes managing the online grant application system used to accept proposals.	\$43,000
User Support	To provide help desk services to all system users. Cityspan's help desk offers phone and email-based support during business hours (Monday through Friday, 8:00AM through 5:00PM Pacific Standard Time). Users may submit an unlimited number of requests to the help desk. Requests for support are returned within one business day.	\$37,500
Programming	Cityspan will customize features of the contract management and client tracking systems as needed. This also includes customizing and changing certain features of the online grant application system used to accept proposals.	\$52,500
Total 3 Year Project Costs		\$223,000

PUBLIC OUTREACH / INTEREST

This item did not require any additional outreach.

COORDINATION

The Office of the City Attorney and the Budget Bureau have each been consulted in the development of this report.

PAST PERFORMANCE, EVALUATION AND FOLLOW-UP

Cityspan Technologies is the current database developer and provider of database maintenance and hosting for OPED and OFCY. Their performance record has been strong throughout the past contracting periods. Cityspan has been responsive to both City staff and database users at the provider level. The database is reliable, accurate, and consistently provides City staff and providers with reports, service tracking, invoicing, and client management functionality.

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SUSTAINABLE OPPORTUNITIES

Economic: There are no economic opportunities associated with this report.

Environmental: The development and use of an electronic reporting and data collection tool reduces the use of paper and therefore positively impacts the environment.

Social Equity: The database significantly reduces administrative time and expense for staff and grantees; thus, allowing for more time to focus on providing services to economically and socially distressed individuals.

ACTION REQUESTED OF THE CITY COUNCIL

Staff Recommends That City Council Adopt A Resolution Waiving The Competitive Solicitation Process Requirements, And Authorizing The City Administrator To Execute An Agreement With Cityspan Technologies, Inc. In An Amount Not To Exceed \$223,000 For Licensing And Hosting Of A Web-Based, Client-Level Tracking And Contract Management Database System For Oakland Paratransit for the Elderly And Disabled Program (OPED) And Oakland Fund For Children And Youth (OFCY) From April 1, 2018 Through June 30, 2021.

For questions regarding this report, please contact Scott Means, Aging & Adult Services Manager, at (510) 238-6137.

Respectfully submitted,


SARA BEDFORD
Director, Human Services Department

Reviewed by:
Scott Means, Aging & Adult Services Manager
Sandra Taylor, Children and Youth Services
Manager

Prepared by:
Hakeim McGee, OPED/Senior Services
Supervisor
Mike Wetzel, OFCY/Program Planner

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OAKLAND CITY COUNCIL


City Attorney

RESOLUTION No. _____ C.M.S.

Introduced by Councilmember _____

RESOLUTION WAIVING THE COMPETITIVE SOLICITATION PROCESS REQUIREMENTS, AND AUTHORIZING THE CITY ADMINISTRATOR TO EXECUTE AN AGREEMENT WITH CITYSPAN TECHNOLOGIES, INC. IN AN AMOUNT NOT TO EXCEED \$223,000 FOR LICENSING AND HOSTING OF A WEB-BASED, CLIENT-LEVEL TRACKING AND CONTRACT MANAGEMENT DATABASE SYSTEM FOR OAKLAND PARATRANSIT FOR THE ELDERLY AND DISABLED PROGRAM (OPED) AND OAKLAND FUND FOR CHILDREN AND YOUTH (OFCY) FROM APRIL 1, 2018 THROUGH JUNE 30, 2021

WHEREAS, Cityspan was selected as the most qualified and most responsive bidder to develop a web-based client-level tracking and project management database for the Human Services Department through a Request for Bid process in May, 2006; and

WHEREAS, on August 8, 2006, the City Council authorized an agreement with Cityspan Technologies, Inc. ("Cityspan") for web-based client-level tracking and project management database system development for the Human Services Department Measure Y program and has continuously approved contracts with Cityspan for subsequent renewals through the current fiscal year; and

WHEREAS, in subsequent years the City Council authorized additional agreements with Cityspan which included database services for Oakland Fund for Children and Youth (OFCY) programs, Alameda County-Oakland Community Action Partnership (AC-OCAP), and the Oakland Paratransit for the Elderly and Disabled (OPED) program; and

WHEREAS, Cityspan is unique among vendors in that it offers pre-configured solutions and highly customized applications for the Human Services Department that are responsive to multiple program requirements and has demonstrated expertise and capability through development of client-level tracking and project management database systems for other major cities; and

WHEREAS, Cityspan has a successful record of providing database management services for Oakland's Human Services Programs, including: Measure Y programs, OFCY programs, AC-OCAP programs and OPED programs and it is cost-effective and beneficial to use a unified database system within the Human Services Department; and

WHEREAS, the Human Services Department wishes to execute a new agreement with Cityspan to provide licensing, user support, project management, and custom programming for the OPED and OFCY programs in an amount not to exceed \$223,000 from April 1, 2018 through June 30, 2021; and

WHEREAS, Oakland Municipal Code (“OMC”) section 2.04.042 requires the City Administrator to conduct a competitive multiple-step solicitation process for the acquisition of any computerized or information technology (“IT”) system; and

WHEREAS, OMC 2.04.042.D provides that the City Council may waive the competitive solicitation process for IT acquisitions upon a finding and determination by the City Council that it is in the best interests of the City to waive the process; and

WHEREAS, staff recommends waiving the competitive solicitation process for the contract with Cityspan because the Human Services Department currently uses Cityspan for OPED and OFCY programs and it is cost-effective and beneficial to continue to use a unified database system in order to share information, track participants, monitor grants and contracts, and analyze data across programs within the Department; and

WHEREAS, OPED funds in the amount of \$37,500 are available for these services in: Measure B Paratransit – ACTC Fund (2213), Oakland Paratransit for the Elderly and Disabled Organization (75621), OPED FY 2017-2018 Administration Project Award (23192), OPED FY 2017-2018 Measure B Project (1003632), Empowering Seniors & People With Disability Program (YS14); and

WHEREAS, OFCY funds in the amount of \$185,500 are available for these services in: Oakland Fund for Children and Youth - Kids First Oakland Children’s Fund (1780), Youth Services Organization (78251), FY 2017-2018 OFCY Administration Project Award (23195), FY 2017-2018 OFCY Project (1003645), OFCY Program (YS04); now, therefore be it

RESOLVED, That pursuant to OMC sections 2.04.042 and for the findings set forth above and in the City Administrator's report accompanying this item, the City Council finds and determines that it is in the best interests of the City to waive the competitive multi-step solicitation process requirements for this contract with Cityspan, and so waives the requirements; and be it

FURTHER RESOLVED, That the City Council hereby authorizes the City Administrator to execute an agreement with Cityspan in an amount not to exceed \$223,000 to provide licensing and hosting, web-based client level tracking, and contract management database systems for the OPED and OFCY programs from April 1, 2018 to June 30, 2021; and be it

FURTHER RESOLVED, That the City Administrator is hereby authorized to conduct all negotiations, execute and submit all documents, including but not limited to applications, agreements, amendments, modifications, payment requests, and related actions which may be necessary in accordance with the basic purpose of this resolution at no additional costs without returning to Council; and be it

FURTHER RESOLVED, That the proposed Agreement shall be approved as to form and legality by the Office of the City Attorney and placed on file at the Office of the City Clerk.

IN COUNCIL, OAKLAND, CALIFORNIA, _____

PASSED BY THE FOLLOWING VOTE:

AYES - BROOKS, CAMPBELL WASHINGTON, GALLO, GIBSON MCELHANEY, GUILLEN, KALB, KAPLAN, AND PRESIDENT REID

NOES -

ABSENT -

ABSTENTION -

ATTEST: _____

LaTonda Simmons
City Clerk and Clerk of the Council
of the City of Oakland, California