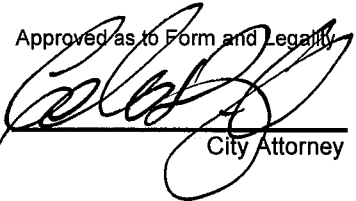


Approved as to Form and Legality

City Attorney

OAKLAND CITY COUNCIL

RESOLUTION No. 86481 C.M.S.

Introduced by Councilmember _____

RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO AMEND THE AGREEMENT WITH SECLICKFIX TO CONTINUE USE OF AN ONLINE AND MOBILE APPLICATION THAT IMPROVES CUSTOMER SERVICE, ENABLES THE PUBLIC TO REPORT AND TRACK ISSUES IN THE CITY OF OAKLAND, INCREASES TRANSPARENCY, AND PROVIDES TOOLS TO MANAGE AND RESPOND TO REQUESTS, FOR AN AMOUNT UP TO \$56,000 IN THE FIRST YEAR AND \$41,000 ANNUALLY FOR THE FOLLOWING FOUR YEARS, FOR A TOTAL AMOUNT OVER THE FIVE YEAR PERIOD NOT TO EXCEED \$220,000, BRINGING THE TOTAL AMOUNT SINCE THE START OF THE AGREEMENT TO \$263,220 AND WAIVING THE COMPETITIVE SELECTION REQUIREMENTS

WHEREAS, the City Council previously approved Resolution No. 83482 C.M.S. on July 19, 2011, authorizing the City Administrator to enter into an agreement with SeeClickFix to purchase and implement its on-line and mobile tool improving customer service and enabling the public to report and track infrastructure maintenance issues in the City of Oakland; and

WHEREAS, the City of Oakland entered into such an agreement for a five-year period, for a not-to-exceed amount of \$43,200, expiring on February 12, 2017; and

WHEREAS, the public has reported over 103,000 issues using SeeClickFix since the GoLive began in February 2012, and the Oakland Call Center has seen an 80% increase in service requests over this time period, with nearly all of the increase coming from SeeClickFix requests, suggesting that the tool led to new community engagement by supplementing the other three available methods of reporting a problem (i.e., phone, City website, and email); and

WHEREAS, of the approximately 60,000 total requests processed in 2015 by the Call Center, 43% were received via SeeClickFix; and

WHEREAS, of the approximately 60,000 total requests processed in 2015, 12% were associated with non-infrastructure requests such as code enforcement (45%), abandoned autos (12%), animal control (5%), and CalTrans (8%), etc.

WHEREAS, requests reported through SeeClickFix, phone, website and email are all handled the same regardless of which method was used to report the problem, which means that for some members of the public, the mobile app is the most convenient and accessible; and

WHEREAS, the City of Oakland has pioneered using SeeClickFix for transparency by making all requests visible in SeeClickFix regardless of whether this was the method used by the public to report the issue; and

WHEREAS, SeeClickFix currently integrates with Cityworks to automate processes and “close the loop” on issues reported, and can integrate with Accela for code enforcement issues, and will thus provide one place for the public and City employees to have visibility into issues managed by multiple departments using different back-end tools, each of which are powerful, industry-leading tools that the City expects to use for the foreseeable future; and

WHEREAS, Oakland Municipal Code (OMC) section 2.04.042 requires a competitive selection process when the City purchases computerized or information technology systems; and

WHEREAS, OMC section 2.04.042.D permits the Council to waive these requirements upon a finding and determination that it is in the best interests of the City to do so; and

WHEREAS, it is in the City’s best interest to waive the competitive selection requirements because the City: (1) already has an existing contract with SeeClickFix which has a proprietary information technology system and (2) the City wishes to have the continued use of SeeClickFix, to (3) upgrade and enhance the continued and potential interfaces with back-end tools such as (a) Cityworks (public infrastructure assets) and (b) Accela (code enforcement issues on private property), (4) the unlimited official City logins for managing and responding to requests (up from 6 logins currently), (5) an Oakland-branded app available in the Apple and Android app stores (in addition to the current non-branded SeeClickFix app), and (6) a new ability to use SeeClickFix to notify the community about activities in neighborhoods where SeeClickFix users have shown interest (e.g., community cleanups, street sweeping schedule changes due to holidays, street closures due to special events); and

WHEREAS, many communities are using SeeClickFix as their mobile 311 tool; and

WHEREAS, it is anticipated that SeeClickFix will continue to be used by the City for mobile issue reporting, transparency, and resilience, and there are no current or foreseeable plans to replace the system; and

WHEREAS, SeeClickFix owns the cloud-based application and are the providers of all future upgrades, bug fixes, trouble-shooting and similar maintenance and support services and is the only vendor authorized to provide this maintenance and support; and

WHEREAS, Resolution 83482 C.M.S., adopted on July 19, 2011, waived the advertising and bidding requirements of the Oakland Municipal Code for the integration, subscription and licensing for SeeClickFix on the basis that doing so was in the best interests of the City; and

WHEREAS, the City Administrator has determined that the services to be provided under the contract are of a professional, scientific or technical and temporary nature, are in the public interest because of economy or better performance and shall not result in the loss of employment or salary by any person having permanent status in the competitive service; now, therefore be it

RESOLVED: that the City Council finds and determines that pursuant to Oakland Municipal Code sections 2.04.042.D that it is in the best interests of the City to waive the competitive selection requirements for the upgraded and enhanced SeeClickFix information technology system to be purchased under the proposed agreement because of the reasons set forth herein and in the Report that accompanies this Resolution; and therefore, the City Council hereby authorizes such waiver; and be it

RESOLVED, that the City Administrator is hereby authorized to amend the existing agreement with SeeClickFix in an amount of up to \$56,000 in the first year and \$41,000 annually for the following four years, contingent upon funding availability, for a total amount over the five year period not to exceed \$220,000, bringing the total amount since the start of the agreement to \$263,220; and be it

FURTHER RESOLVED: That the City Administrator is hereby authorized to execute any amendments or modifications to said agreement with the exception of those related to an increase in total compensation or the allocation of additional funds, and provided that the Agreement and such amendments or modifications shall be reviewed by the City Attorney and filed with the City Clerk's Office.

NOV 29 2016

IN COUNCIL, OAKLAND, CALIFORNIA, _____

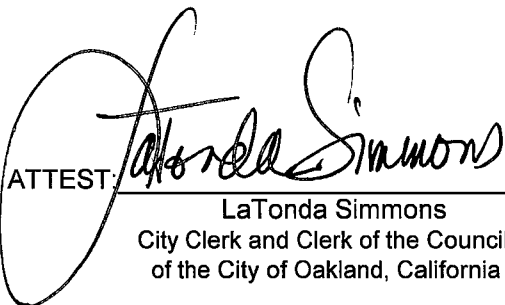
PASSED BY THE FOLLOWING VOTE:

AYES - BROOKS, CAMPBELL-WASHINGTON, GALLO, GUILLÉN, KALB, KAPLAN, REID and PRESIDENT GIBSON MCELHANEY - 8

NOES - 0

ABSENT - 0

ABSTENTION - 0

ATTEST: 

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