*cityspan

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July 19, 2023

Robin Love
CYS Manager
Human Services Department
City of Oakland

Dear Ms. Love,

Cityspan is pleased to submit this proposal for the ongoing development and maintenance of the OFCY's Grants Management System for fiscal years 2022-23 and 2023-24. Costs and deliverables presented herein are consistent with operating terms outlined in our original proposal submitted May 2021.

Sincerely,

Mark Min
Chief Executive Officer

COST SUMMARY (FY 2022-24)

Section	Cost Category	FY 2022-23	FY 2023-24
1	Enterprise Licensing and Hosting	$60,000	$60,000
2	Project Management	$30,000	$63,750
3	Custom Development	$19,950	$66,000
4	User Training and Support Services	$10,000	$10,000
	TOTAL COSTS	**$119,950**	**$199,750**

1. **ENTERPRISE LICENSING AND HOSTING**

   A fee will be charged for licensing the software and hosting it at Cityspan's data center. The fee covers costs related to hardware and software maintenance, internet connectivity and security monitoring.

		FY 2022-23			FY 2023-24
ITEM		UNIT COST	QTY	TOTAL	TOTAL
1.01	**Enterprise Licensing and Hosting**	$60,000/year	1	$60,000	$60,000
			TOTAL COSTS	**$60,000**	**$60,000**

2. **PROJECT MANAGEMENT**

   A project management fee will be charged to cover costs associated with meetings, email, and phone communications between OFCY and Cityspan. Management tasks include requirements planning, oversight of custom development, periodic status reports and monitoring of user feedback. Cityspan determines annual required hours based on project scope. Project management fees are billed at a rate of $150/hour.

		FY 2022-23		FY 2023-24	
ITEM		QTY	COST	QTY	COST
2.01	**Weekly project meetings and associated communications**	100 hrs.	$15,000	200 hrs.	$30,000

2.02	**Creation of specifications for new or modified system features**	40 hrs.	$6,000	80 hrs.	$12,000
2.03	**Coordination of custom development among Cityspan staff**	50 hrs.	$7,500	100 hrs.	$15,000
2.02	**Testing of new features**	10 hrs.	$1,500	45 hrs.	$6,500
TOTAL COSTS		**200 hrs.**	**$30,000**	**425 hrs.**	**$63,750**

3. **CUSTOM DEVELOPMENT**

A custom programming fee will be charged to implement ongoing OFCY customization and report development requests. Cityspan determines annual required hours based on project scope. Custom development fees are billed at a rate of $150/hour. Specifications to be determined.

		FY 2022-23		FY 2023-24	
ITEM		**QTY**	**COST**	**QTY**	**COST**
3.01	**Administrative Reports**	58 hrs.	$8,700	100 hrs.	$15,000
3.02	**PDFs with Data Visualizations**	0 hrs.	$0	60 hrs.	$10,000
3.03	**System Dashboards (HTML)**	0 hrs.	$0	40 hrs.	$6,000
3.04	**GIS Integration**	0 hrs.	$0	110 hrs.	$17,250
3.05	**Data Integration**	10 hrs.	$1,500	0 hrs.	$0
3.06	**Enhanced Grants Management Features**	30 hrs.	$4,500	50 hrs.	$9,000
3.07	**Enhanced Client & Service Tracking Features**	20 hrs.	$3,000	20 hrs.	$3,000
3.08	**Email Notifications**	5 hrs.	$750	0 hrs.	$0
3.09	**Miscellaneous Features**	10 hrs.	$1,500	40 hrs.	$6,000
TOTAL COSTS		**130 hrs.**	**$19,950**	**420 hrs.**	**$63,000**

CUSTOM DEVELOPMENT DETAIL

Cityspan proposes to customize OFCY's Grant Management System as described below.

3.01 ADMINISTRATIVE REPORTS

Cityspan will expand the system's data warehouse and SAP Business Objects reporting environment include 4-6 additional administrative reports that return as Excel spreadsheets. The reports will summarize all contract metrics, including:

- Contract and Progress Report progress toward completion by submission date and status (accepted/rejected)
- Funding, spending, and financial forecasts by agency, contract, service strategy, and quarter.
- Number of participants served, and days and hours of service by agency, contract, service strategy, and quarter.
- Detailed participant demographics by agency, contract, service strategy, and quarter
- Comparisons of contract deliverables to actual service delivery by agency, contract, service strategy, and quarter

3.02 PDF REPORTS WITH DATA VISUALIZATIONS

Cityspan will develop a set of print-ready PDF reports that present OFCY summary statistics with graphs, tables and narratives. The reports will be suitable for public distribution and will summarize:

- Funding and spending at fund, strategy, and contract levels.
- Number of participants served, and days and hours of service at fund, strategy, and contract levels.
- Detailed participant demographics at fund, strategy, and contract levels.
- Comparisons of contract deliverables to actual service delivery by agency, contract, service strategy, and quarter

3.03 HTML DASHBOARDS

Cityspan will develop HTML in-system dashboards that report contract-level compliance, service deliverable and financial information using charts, tables, and narratives. The dashboard will make critical contract information available to grantees and contract managers in real-time without the need for running reports. Items to be displayed in the dashboards include:

- Contract compliance - submission/approval of scope of work, progress reports, and agency required documentation.
- Spending analysis – contract-level budget and balances by quarter. Alerts for irregular spend-down rates.

- Deliverables analysis – contract-level number of participants and days and hours of service
- Detailed participant demographics – contract-level service deliverables by demographic categories
- Comparisons of contract deliverables to actual service delivery

3.04 GIS INTEGRATION AND COUNCIL DISTRICT REPORTING

- The system will be developed to use the City of Oakland's GIS server to verify participant addresses, service delivery addresses and organizational addresses in real time.
- For each verified address, the City GIS server will return the following (Council District, Police Service Bureau, Police Beat, Fire District)
- The City GIS server will also return Latitude and Longitude values that can be used with mapping applications, such as ARC GIS and Google Maps
- System-level validation will be developed to ensure that service delivery addresses are within the city of Oakland and or other approved areas.
- Reports will be developed that evaluate funding, service delivery, and participant addresses by Council District, including:
  - Proposed and actual participants served by Council District
  - Proposed and actual service hours by Council District
  - Participant demographics by Council District
  - Service delivery locations by Council District
  - Program funding and expenditures by Council District
  - Performance ratios, such as cost/participant and cost/service hour, by Council District

3.05 GRANTEE AND OUSD DATA INTEGRATION

Cityspan will continue to support and modify the system's self-service data upload tool that allows grantees to upload participant and program attendance data from other database systems. Cityspan also will provide ongoing support for the system's data integration with OUSD. Cityspan imports participant and attendance information from OUSD nightly to eliminate double data-entry for programs that have OUSD-OFCY cross-funding.

3.06 ENHANCED GRANTS MANAGEMENT FEATURES

Cityspan will continue to develop the system's grants management features to reflect evolving OFCY requirements. Modules to be maintained and updated include Agency Information, Scope of Work, Progress Reports, and Agency Documents. System capabilities are described below.

Agency Information

The system manages each grantee's agency information including agency name, address, staff contacts, phone numbers, websites, and service locations.

Scope of Work

The scope of work records each grantee's program information, service projections and budget. Once submitted by the grantee, the Scope of Work is subject to an OFCY approval workflow and subsequent administrative designations. Scopes of work may be revised using the system's versioning protocols. All versions of a scope will be retained.

Progress Reports

The system allows grantees to submit quarterly progress reports that include a narrative, statistical summary, and a line invoice.

3.07 ENHANCED CLIENT & SERVICE TRACKING FEATURES

Cityspan will continue to develop the system's client and service tracking features to reflect evolving OFCY requirements. Modules to be maintained and updated include Client Registration, Service Management and Attendance.

Client Registration

Client registration forms collect each client's name, contact information, and demographics. The forms also contain various items such as parental consent, medical contacts, information about food allergies, and the names of persons who may be restricted from contacting the client.

Service Management and Attendance

The client tracking system includes tools for describing activities, tracking attendance, and recording participant-level outcomes. These tools are configured to reflect OFCY service categories and outcome definitions. Services may be conducted in group, individual, and drop-in settings. The system's group service forms record activity names and descriptions, dates of service, client enrollments, and attendance. Individual service forms record client names, type of service, dates of service, elapsed time, case notes, and other related follow-up information. Where attendance is difficult to record, event forms are available to record drop-in activities, outreach, community events, and presentations.

3.08 EMAIL NOTIFICATION PROTOCOLS

Cityspan will continue to provide email support to send status notifications to users based on grant administration requirements. The Grant Management System will allow emails to be generated for scope of work submission, review, and invoicing protocols. Data fields from the system can be integrated into email templates to support communication protocols.

3.09 MISCELLANEOUS FEATURES

Cityspan will provide additional development according to OFCY specifications.

4. **U**SER **T**RAINING AND **S**UPPORT **S**ERVICES

An annual fee will be charged for training and support services. The fee covers costs associated with the development and implementation of training curriculum and ongoing help desk operations. Cityspan's help desk provides toll-free phone and email-based support to end users during business hours (M-F, 8AM-5PM PST). Cityspan will conduct live webinar training sessions using Zoom Meeting services.

		FY 2022-23		FY 2023-24
ITEM	UNIT COST	QTY	TOTAL	TOTAL
4.01 User Training and Support Services	$10,000 annual	1	$10,000	$10,000
TOTAL COSTS			$10,000	$10,000

5. **P**ROJECT **T**EAM

The Cityspan is responsible for development and maintenance of OFCY's Grant Management System. Founder and CEO Mark Min is the project lead and is supported Marbeya Garcia Bermudez in the role of project associate.

Mark Min, Founder and CEO
Mark has more than twenty years of experience developing information systems for public agencies, school districts and nonprofit organizations. His experience in diverse communities gives Cityspan a broad understanding of how technology can strengthen social service delivery and enhance program accountability. Mark has a BA in Development Studies and MCP in Urban Planning from UC Berkeley.

Marbeya Garcia Bermudez, Project Associate
Marbeya has experience managing systems for the City of Oakland and Oakland nonprofit providers, including OFCY, FVLC, and YouthAlive. Marbeya's background in grants management, database design, and program evaluation allows her to identify issues and create solutions that meet the needs of multiple stakeholders. Marbeya holds a BA from UC Berkeley.

Additional Team Members include:
- Mark Chuang, Chief Technology Officer
- Chris Melius, Senior Programmer (Services Management)
- John Meyer, Senior Programmer (Grants Management)
- Raphael Tran, Senior Programmer (Grants Management)
- Matt Gothro, Director of Technical Services
- Corrie Hemenway, Technical Services Associate (Business Intelligence)

6. BILLING SCHEDULE

		FY22-23	FY 2023-24		
ITEM		**2/1/23**	**10/1/23**	**2/2/24**	**6/30/24**
6.01	**Enterprise Licensing and Hosting**	$55,000	$65,000	$0	$0
6.02	**Project Management**	Hours to date	Hours to date	Hours to date	Hours to date
6.01	**Custom Development**	Hours to date	Hours to date	Hours to date	Hours to date
6.01	**User Training and Support**	$0	$20,000	Hours to date	-Hours to date

7. SECURITY MEASURES

Cityspan implements and maintains comprehensive security controls to protect its networks, servers, and applications from unauthorized access. Cityspan security complies with standards published by the National Institute of Standards and Technology (NIST). In 2020, NIST compliance was verified by a third-party auditor, resulting in the issuance of a SOC 2 Type 1 report. The report describes all aspects of Cityspan's security infrastructure, including security devices, application controls, backup systems, employee policies, and disaster recovery. Cityspan's SOC 2 report is available upon request.

OFCY GRANT MANAGEMENT SYSTEM LOGIN PAGE

OFCY
OAKLAND FUND FOR
CHILDREN & YOUTH

Oakland Fund for Children and Youth
Grant Management System

Welcome to the OFCY Grant
Management System!

USERNAME

PASSWORD

Forgot your username or password?

LOG IN

For technical assistance with Cityspan, call the Help
Desk:
866-469-6884 (toll-free)
support@cityspan.com
Mon-Fri, 8AM-5PM, Pacific Time

NOTICES

Wednesday, August 24, 2022

FY2022-2023 QUARTERLY PROGRESS REPORT DUE DATES

Summer 2022 programs' progress reports are due October 15, 2022. This will be their first and last progress report since they only operate in the summer months.

All other OFCY programs will complete and submit four quarterly progress reports, which are due fifteen (15) calendar days after the conclusion of the quarter's end:
Q1: October 15, 2022
Q2: January 15, 2023
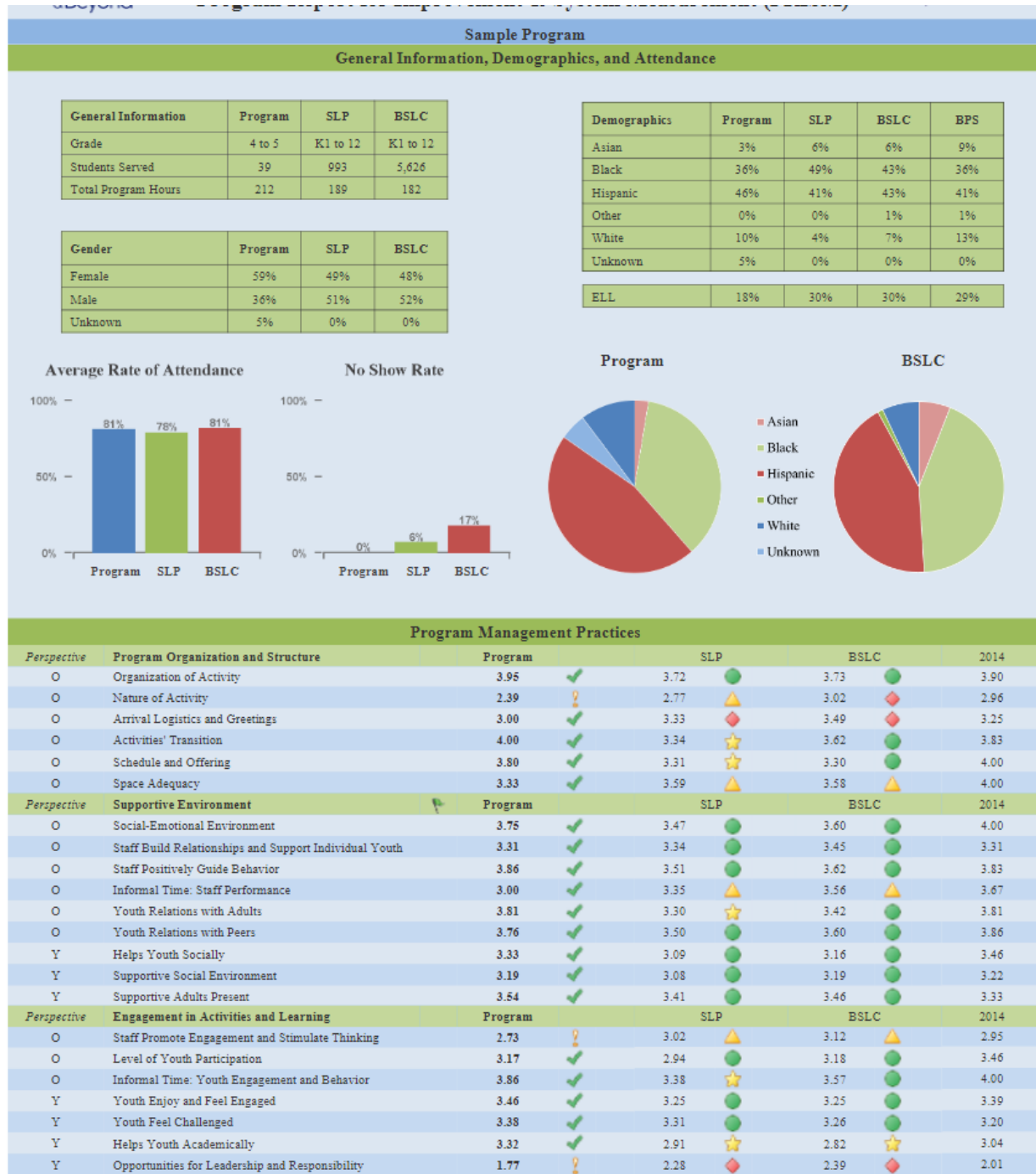Q3: April 15, 2023 includes Match Funding Report
Q4: July 15, 2023

Attendance for each quarter will be locked at 5pm on the dates above. Please enter your service data on a regular basis.

Thursday, July 21, 2022

FY22-25 GRANTEE MANUAL NOW AVAILABLE

The Grantee Manual provides an overview of OFCY policies and guidelines. It is available on the Resources tab in Cityspan and also on the OFCY website under

SAMPLE PDF REPORT

Sample Program
General Information, Demographics, and Attendance

General Information	Program	SLP	BSLC
Grade	4 to 5	K1 to 12	K1 to 12
Students Served	39	993	5,626
Total Program Hours	212	189	182

Gender	Program	SLP	BSLC
Female	59%	49%	48%
Male	36%	51%	52%
Unknown	5%	0%	0%

Demographics	Program	SLP	BSLC	BPS
Asian	3%	6%	6%	9%
Black	36%	49%	43%	36%
Hispanic	46%	41%	43%	41%
Other	0%	0%	1%	1%
White	10%	4%	7%	13%
Unknown	5%	0%	0%	0%
ELL	18%	30%	30%	29%

Program Management Practices

Perspective	Program Organization and Structure	Program		SLP		BSLC		2014
O	Organization of Activity	3.95	✔	3.72	🟢	3.73	🟢	3.90
O	Nature of Activity	2.39	⚠	2.77	⚠	3.02	🔶	2.96
O	Arrival Logistics and Greetings	3.00	✔	3.33	🔶	3.49	🔶	3.25
O	Activities' Transition	4.00	✔	3.34	⭐	3.62	🟢	3.83
O	Schedule and Offering	3.80	✔	3.31	⭐	3.30	🟢	4.00
O	Space Adequacy	3.33	✔	3.59	⚠	3.58	⚠	4.00
Perspective	Supportive Environment	Program		SLP		BSLC		2014
O	Social-Emotional Environment	3.75	✔	3.47	🟢	3.60	🟢	4.00
O	Staff Build Relationships and Support Individual Youth	3.31	✔	3.34	🟢	3.45	🟢	3.31
O	Staff Positively Guide Behavior	3.86	✔	3.51	🟢	3.62	🟢	3.83
O	Informal Time: Staff Performance	3.00	✔	3.35	⚠	3.56	⚠	3.67
O	Youth Relations with Adults	3.81	✔	3.30	⭐	3.42	🟢	3.81
O	Youth Relations with Peers	3.76	✔	3.50	🟢	3.60	🟢	3.86
Y	Helps Youth Socially	3.33	✔	3.09	🟢	3.16	🟢	3.46
Y	Supportive Social Environment	3.19	✔	3.08	🟢	3.19	🟢	3.22
Y	Supportive Adults Present	3.54	✔	3.41	🟢	3.46	🟢	3.33
Perspective	Engagement in Activities and Learning	Program		SLP		BSLC		2014
O	Staff Promote Engagement and Stimulate Thinking	2.73	⚠	3.02	⚠	3.12	⚠	2.95
O	Level of Youth Participation	3.17	✔	2.94	🟢	3.18	🟢	3.46
O	Informal Time: Youth Engagement and Behavior	3.86	✔	3.38	⭐	3.57	🟢	4.00
Y	Youth Enjoy and Feel Engaged	3.46	✔	3.25	🟢	3.25	🟢	3.39
Y	Youth Feel Challenged	3.38	✔	3.31	🟢	3.26	🟢	3.20
Y	Helps Youth Academically	3.32	✔	2.91	⭐	2.82	⭐	3.04
Y	Opportunities for Leadership and Responsibility	1.77	⚠	2.28	🔶	2.39	🔶	2.01

SAMPLE HTML DASHBOARD

PARTICIPANT DEMOGRAPHICS YTD

GENDER

● Female ● Male ● Missing ● Transgender
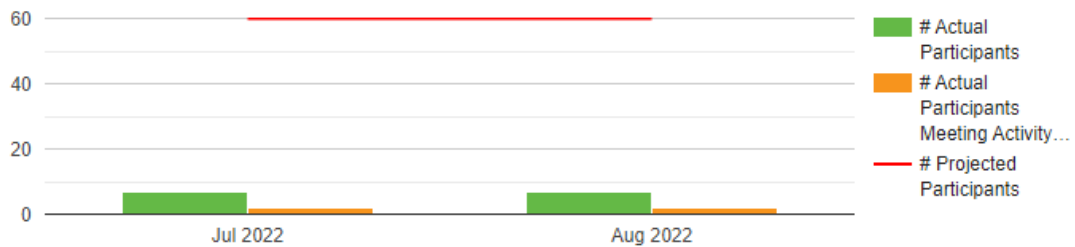

AGE

6-10   14-17   18-24
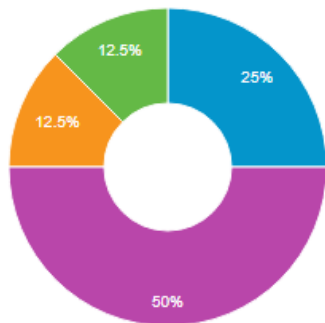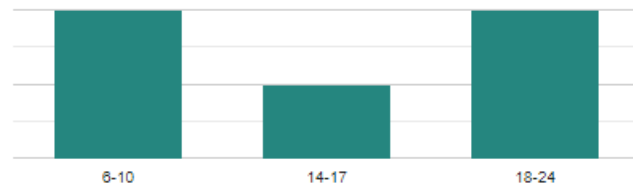
RACE/ETHNICITY

■ African American ■ Asian ■ Hispanic/Latino ■ Missing

ACTIVITIES

PARTICIPANTS WITH AT LEAST ONE ATTENDANCE RECORD (SUMMER)

■ # Actual Participants
■ # Actual Participants Meeting Activity...
— # Projected Participants

ATTENDANCE BY DAY (SUMMER) ℹ

— # Participants
┈ Actual ADA YTD
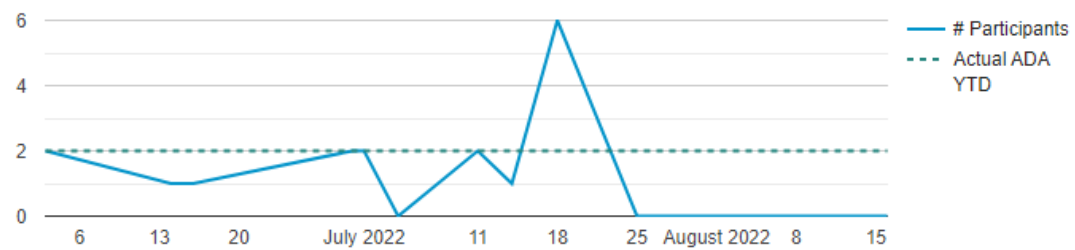
PARTICIPANTS WITH AT LEAST ONE ATTENDANCE RECORD (SCHOOL YEAR)

■ # Actual