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AGENDA REPORT

TO: Sabrina B. Landreth
City Administrator

FROM: Sara Bedford
Director, Human Services

SUBJECT: HSD Cityspan Contract

DATE: September 10, 2015

City Administrator Approval 

Date: 9/17/15

RECOMMENDATION

Staff Recommends That The City Council Adopt:

A Resolution Waiving The Advertising And Bidding Requirements And The Request For Proposal/ Qualifications Process And Authorizing The City Administrator To Execute An Agreement With Cityspan Technologies, Inc. To Provide Licensing And Hosting, Web-Based Client-Level Tracking And Contract Management Database Systems For Three Oakland Human Services Department Programs In An Amount Not To Exceed \$338,700 For Three Years From July 1, 2015 To June 30, 2018.

EXECUTIVE SUMMARY

Adoption of this resolution will allow the City Administrator to enter into an agreement with Cityspan to provide licensing and hosting, web-based client-level tracking, and project management database systems for the Oakland Unite (OU), Oakland Fund for Children and Youth (OFCY), and Alameda County–Oakland Community Action Partnership (AC-OCAP) programs and will support the continued effective and efficient delivery of services through these three Human Services Department (HSD) programs.

BACKGROUND/LEGISLATIVE HISTORY

On May 3, 2006, the HSD issued a request for bids for web-based contract management and client tracking database services. Cityspan was significantly more qualified than other bids 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 Fiscal Year (FY) 2006-2007, 2007-2008, and 2008-2009. An amendment to the Cityspan contract was approved on November 3, 2008 for Cityspan to continue providing grant application and web-based contract management and client tracking database services to

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Life Enrichment Committee
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Measure Y, and to begin providing service to OFCY through 2009-2010, 2010-2011 and 2011-2012 (Resolution No. 81650 C.M.S.). An additional amendment to the contract was made to provide web-based contract management database services to Alameda County-Oakland AC-OCAP for FY 2011-2012. The HSD recently had a current contract with Cityspan for \$130,000 per year, which expired June 30, 2015, which included the databases for Measure Y (now OU), OFCY, and AC-OCAP.

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

ANALYSIS AND POLICY ALTERNATIVES

On an annual basis, OU administers 30 to 40 grants, OFCY administers over 125 grants, and AC-OCAP administers approximately 15 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 is greatly increased.

The database also provides other advantages. It offers a client-level tracking system that enables matching service inputs to outputs and outcomes. It tracks client service utilization across OU, OFCY, and AC-OCAP programs. Access to the online database is password protected. An authentication protocol prevents access to the database without a secure ID and password issued by Cityspan. Cityspan assigns accounts and passwords to users of the database systems. Each grantee determines which members of its agency have access to the database and their level of access to the system.

The external evaluators of both OU and OFCY have been involved in the development of the databases and utilize data extracts from Cityspan to conduct their mid-year and annual evaluation of program performance.

Cityspan provides a wide array of services, including:

- Secure, web-based data entry/ collection across all OU, OFCY, and AC-OCAP providers;
- Operation of a 40-hour a week customer service hotline;
- Customized automated reporting;
- Development of sharing protocols to allow distinct agencies working in collaboration, such as the Oakland Unified School District (OUSD) and Juvenile Justice Center (JJC), to share specific, defined information;
- Automated invoicing and contract management;
- Data field customization for individual grantees to use this as their agency database;

- Attendance sheet support: the system will print out attendance sheets with bar codes for any grantee services, allowing agencies to enter attendance data quickly with a scanner; and
- Data preparation and downloading for HSD external evaluators.

Pursuant to Oakland Municipal Code sections 2.04.051.B and 2.04.050.1.5 the City Council may waive the Request for Proposal/ Qualifications (“RFP/Q”) process and the advertising and bidding requirements upon a finding that it is in the City’s best interest to do so. HSD requests a waiver of the RFP/Q process and the advertising and bidding 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 selected through a competitive process to provide customized web-based and data management services initially. The use of a single provider for these services will provide for more effective data management services for OU, OFCY, and AC-OCAP contractors across the City that are providing services throughout the Oakland community.

Alternative #1	City Council may not waive the RFP/Q 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 RFP/Q process will allow new vendors to bid for services.
Cons	A new RFP/Q process will delay web-based client-level tracking and contract management database systems for three HSD divisions and their funded programs, resulting in delays for processing invoices and conducting evaluations of program and fund performance. If a new vendor were selected, there would be additional delays and costs associated with development, training and implementation of a new vendor system.
Reason for not recommending	Cityspan has provided quality services to HSD divisions for a number of years at a reasonable cost. Transfer of existing data to a new system would require significant time and expense, as well as new training for current providers on a potentially new system. Cityspan has developed many custom reports for HSD divisions 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

Staff recommends that the City Council adopt a resolution waiving the advertising and bidding requirements and the RFP/Q process, and authorizing the City Administrator to execute an agreement with Cityspan Technologies, Inc. ("Cityspan") to provide licensing and hosting, web-based client-level tracking and contract management database systems for three HSD programs: 1) OU in an amount not to exceed \$170,000; 2) OFCY in an amount not to exceed \$138,700; and 3) AC-OCAP in an amount not to exceed \$30,000; for a total amount not to exceed \$338,700 for three years from July 1, 2015 to June 30, 2018.

A breakdown of the project costs is as follows:

Cost Category	Description	TOTAL for 3 Years
License & Hosting	For costs associated with source code development, application monitoring, error correction, internet connectivity and browser compatibility testing.	\$79,050
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.	\$75,000
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.	\$66,000
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.	\$118,650
Total Project Costs	Per year costs for all programs is \$112,900.	\$338,700

A breakdown of the appropriated project funding sources is as follows:

Fund Source	Organization	Account	Project	Program	Amount
(1780) - Oakland Fund for Children and Youth (OFCY) - Kids First Oakland Children's Fund	(78251) - Youth Services Organization	(54919) - Services/ Miscellaneous Contract	(P463510) - FY 2013-2014 OFCY Administration	(YS04) - OFCY Program	\$89,271
(1780) - Oakland Fund for Children and Youth (OFCY) - Kids First Oakland Children's Fund	(78251) - Youth Services Organization	(78811) - Budget Only: Prior Year Allocation Offset Project Total	(P463710) - FY1415 OFCY Administration	(YS04) - OFCY Program	\$49,429
(2251) -Oakland Unite-Measure Y Public Safety Act 2004	(78311) - Policy and Planning	(54911) - Services/ Contract	(G261271) - Database Technical Assistance	(PS37) - Measure Z	\$94,951
(2251) -Oakland Unite-Measure Y Public Safety Act 2004	(78311) - Policy and Planning	(78811) - Budget Only: Prior Year Allocation Offset Project Total	(G261250) - DHS Measure Y Administration	(PS37) - Measure Z	\$49
(2252) Measure Z Public Safety Act 2014	(02111) - City Administrator/ Administration	(54919) - Services/ Miscellaneous Contract	(G491510) - Measure Z Evaluation Project	(PS37) - Measure Z	\$75,000
(2128) - Department of Health and Human Services Fund	(78362) - CSBG Programs	(54919) - Services/ Contract	(G464010) - CSBG-OCAP Administration FY 2014-2015	(3C61) - Subcontractor Services	\$30,000
Total Project:					\$338,700

There is no impact on the General Fund.

PUBLIC OUTREACH/INTEREST

This item did not require any additional public outreach other than the required posting on the City's website.

COORDINATION

Program managers and staff from the HSD, including OU, OFCY, and AC-OCAP have been consulted and have contributed to this report. The Director of the HSD, the Office of the City Attorney, and the Controller's Bureau have each been consulted in the development of this report.

PAST PERFORMANCE, EVALUATION AND FOLLOW-UP

Cityspan is the current database developer and provider of database maintenance and hosting for OU, OFCY, and AC-OCAP programs. 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.

SUSTAINABLE OPPORTUNITIES

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

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

Social Equity: The creation of a client database significantly reduces administrative time and expense for OU, OFCY and AC-OCAP grantees. Grantee staff may therefore focus more on the provision of services to economically and socially distressed individuals.

ACTION REQUESTED OF THE CITY COUNCIL

Staff recommends that the City Council adopt a resolution waiving the advertising and bidding requirements and the Request For Proposal/ Qualifications process, and authorizing the City Administrator to execute an agreement with Cityspan Technologies, Inc. ("Cityspan") to provide licensing and hosting, web-based client-level tracking and contract management database systems for three Human Services Department (HSD) programs: 1) Oakland Unite (OU) in an amount not to exceed \$170,000; 2) Oakland Fund for Children and Youth (OFCY) in an amount not to exceed \$138,700; and 3) Alameda County-Oakland Community Action Partnership (AC-OCAP) in an amount not to exceed \$30,000; for a total amount not to exceed \$338,700 for three years from July 1, 2015 to June 30, 2018.

For questions regarding this report, please contact Sara Bedford, Director Human Services Department, at 238-6794.

Respectfully submitted,



SARA BEDFORD, Director
Human Services Department

Reviewed by:

Sandy Taylor, Manager/Children & Youth Services

Peter Kim, Manager/Oakland Unite

Estelle Clemons, Manager, AC/OCAP


Prepared by: Mike Wetzel, HHS Planner

FILED
OFFICE OF THE CITY CLERK
OAKLAND

2015 SEP 17 PM 4:09

Approved as to Form and Legality

OAKLAND CITY COUNCIL



City Attorney

RESOLUTION No. _____ C.M.S.

A RESOLUTION WAIVING THE ADVERTISING AND BIDDING REQUIREMENTS AND THE REQUEST FOR PROPOSAL/ QUALIFICATIONS PROCESS AND AUTHORIZING THE CITY ADMINISTRATOR TO EXECUTE AN AGREEMENT WITH CITYSPAN TECHNOLOGIES, INC. TO PROVIDE LICENSING AND HOSTING, WEB-BASED CLIENT-LEVEL TRACKING AND CONTRACT MANAGEMENT DATABASE SYSTEMS FOR THREE OAKLAND HUMAN SERVICES DEPARTMENT PROGRAMS IN AN AMOUNT NOT TO EXCEED \$338,700 FOR THREE YEARS FROM JULY 1, 2015 TO JUNE 30, 2018

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 approved Cityspan Technologies, Inc. ("Cityspan") as the web-based client-level tracking and project management database system developer 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, with City Council approval, the Human Services Department in subsequent years added Oakland Fund for Children and Youth (OFCY) programs to the contract with Cityspan as the developer of the Human Services Department database system; and

WHEREAS, Cityspan is unique among vendors in that it offers preconfigured 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, and Alameda County – Oakland Community Action Partnership (AC-OCAP) programs and it is cost-effective and beneficial to use a unified database system within the Human Services Department; and

WHEREAS, Cityspan identifies the cost of ongoing maintenance and development for Oakland Unite (OU) at no more than \$170,000, OFCY at no more than \$138,700, and AC-OCAP at no more than \$30,000 over fiscal years 2015-2016, 2016-2017 and 2017-2018 and agrees that the price to the City of maintenance including licensing and hosting, project management, and client support will not exceed these amounts over at least the next three years; and

WHEREAS, Oakland Municipal Code (OMC) section 2.04.020.B requires City Council approval of contracts for technology-related professional services in excess of \$15,000 and technology-related products or goods in excess of \$50,000; and

WHEREAS, OMC section 2.04.051A requires the City Administrator to conduct a request for proposal/qualifications ("RFP/Q") process for professional services contracts in excess of \$25,000 and OMC section 2.04.051.B permits the Council to waive the RFP/Q process upon a finding that it is in the best interest of the City to do so; and

WHEREAS, OMC section 2.04.050.A requires the City Administrator to conduct advertising and bidding and award to the lowest responsible, responsive bidder for the purchase of products or goods, and OMC section 2.04.050.I.5 allows the Council to waive advertising and bidding requirements upon a finding by the Council that it is in the best interest of the City to do so; and

WHEREAS, staff recommends waiving the advertising and bidding requirements and the RFP/Q process for the contract with Cityspan because the Human Services Department uses Cityspan for other programs and it is cost-effective and beneficial 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, funds are available for these services in: Oakland Unite-Measure Y Public Safety Act 2004 Fund (2251); Policy and Planning Organization (78311); Services/Contract Account (54911); Database Technical Assistance Project (G261271); Measure Z Program (PS37); and

WHEREAS, funds are available for these services in: Oakland Unite-Measure Y Public Safety Act 2004 Fund (2251); Policy and Planning Organization (78311); Budget Only: Prior Year Allocation Offset Project Total Account (78811); DHS Measure Y Administration Project (G261250); Measure Z Program (PS37); and

WHEREAS, funds are available for these services in: Measure Z Public Safety Act 2014 Fund (2252); City Administrator/Administration Organization (02111); Services/Miscellaneous Contract Account (54919); Measure Z Evaluation Project (G491510); Measure Z Program (PS37); and

WHEREAS, funds are available for these services in: Kid's First Oakland Children's Fund (1780); Youth Services Organization (78251); Services/ Contract Account (54919); FY 2013-2014 OFCY Evaluation Project (P463510); Oakland Fund for Children and Youth Program (YS04); and

WHEREAS, funds are available for these services in: Kid's First Oakland Children's Fund (1780); Youth Services Organization (78251); Budget Only: Prior Year Allocation Offset Project Total Account (78811); FY 2014-2015 OFCY Administration Project (P463710); Oakland Fund for Children and Youth Program (YS04); and

WHEREAS, funds are available for these services in: Department of Health and Human Services Fund (2128); CSBG Programs Organization (78362); Services/Contract Account (54919); CSBG-OCAP Administration FY 2014-2015 Project (G464010); Subcontractor Services Program (3C61); now, therefore, be it

RESOLVED: That pursuant to OMC sections 2.04.051.B and 2.04.050.1.5 and for the findings set forth above and in the City Administrator's report accompanying this item, the City Council finds and determines that is in the best interests of the City to waive the advertising and bidding process and the RFP/Q process for this contract and so waives the requirements; and be it

FURTHER RESOLVED: That the City Council hereby authorizes the City Administrator or her designee to execute an agreement with Cityspan to provide licensing and hosting, web-based client level tracking, and contract management database systems for OU, OFCY, and AC-OCAP Programs in an amount not to exceed \$338,700 from July 1, 2015 to June 30, 2018; and be it

FURTHER RESOLVED: funds are available for these services in: Oakland Unite-Measure Y Public Safety Act 2004 Fund (2251); Policy and Planning Organization (78311); Services/Contract Account (54911); Database Technical Assistance Project (G261271); Measure Z Program (PS37); and Oakland Unite-Measure Y Public Safety Act 2004 Fund (2251); Policy and Planning Organization (78311); Budget Only: Prior Year Allocation Offset Project Total Account (78811); DHS Measure Y Administration Project (G261250); Measure Z Program (PS37); and Measure Z Public Safety Act 2014 Fund (2252); City Administrator/Administration Organization (02111); Services/Miscellaneous Contract Account (54919); Measure Z Evaluation Project (G491510); Measure Z Program (PS37); and Kid's First Oakland Children's Fund (1780); Youth Services Organization (78251); Services/ Contract Account (54919); FY 2013-2014 OFCY Evaluation Project (P463510); Oakland Fund for Children and Youth Program (YS04); and Kid's First Oakland Children's Fund (1780); Youth Services Organization (78251); Budget Only: Prior Year Allocation Offset Project Total Account (78811); FY1415 OFCY Administration Project (P463710); Oakland Fund for Children and Youth Program (YS04); and Department of Health and Human Services Fund (2128); CSBG Programs Organization (78362); Services/Contract Account (54919); CSBG-OCAP Administration FY 2014-2015 Project (G464010); Subcontractor Services Program (3C61); 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, GUILLEN, KALB, KAPLAN, REID, AND
PRESIDENT GIBSON MCELHANEY

NOES-

ABSENT-

ABSTENTION-

ATTEST: _____

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