

CITY OF OAKLAND

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OFFICE OF THE CITY CLERK
OAKLAND

2016 NOV -3 PM 5: 10

AGENDA REPORT

TO: Sabrina B. Landreth
City Administrator

FROM: Stephanie Hom
Deputy City Administrator

SUBJECT: SeeClickFix License Amendment

DATE: October 24, 2016

City Administrator Approval

Date:

11/3/16

RECOMMENDATION

Staff Recommends That The City Council Consider Adopting A Resolution Authorizing the City Administrator To Amend The Agreement With SeeClickFix 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

EXECUTIVE SUMMARY

City Council approval of this proposed resolution will authorize the City Administrator to amend and extend the agreement with SeeClickFix to continue providing an online and mobile application that enables the public to report and track issues. Since 2012, SeeClickFix has been an effective tool in improving customer service and increasing transparency of government services. The contract extension would be for an amount up to \$56,000 in the first year and \$41,000 annually for each of the following four years, for a total amount over a five year period not to exceed \$220,000. The total amount since inception would be \$263,220.

SeeClickFix provides one of four ways to report a problem to the Oakland Call Center, supplementing phone, City website, and email. Requests reported via any of these methods are handled the same regardless of which method was used to report the problem. SeeClickFix is a mobile app that the public can download and use free of charge. The related website is also available to the public to use free of charge.

Since the GoLive of SeeClickFix in Oakland in February 2012, the public has reported over 103,000 issues using SeeClickFix. Each year since 2012, the number of service requests reported through SeeClickFix has grown. Currently, 43 percent of all requests processed by the Oakland Call Center are received through SeeClickFix.

Item: _____
Finance and Management Committee
November 15, 2016

Overall, the Oakland Call Center has seen an 80 percent increase in service requests over this same time period, with nearly all of the increase coming from SeeClickFix requests, suggesting that the tool has led to new community engagement by supplementing the three already-available other methods of reporting a problem (phone, City website, email).

The City of Oakland has pioneered using SeeClickFix for transparency by making requests visible in SeeClickFix regardless of whether this was the method used by the public to report the issue. The tool increases transparency by having issues reported be visible to the public and "closes the loop" on the status of requests. It also provides tools for staff to manage and respond to requests, through interfaces with back-end systems and through official City logins into SeeClickFix.

As a cloud-based tool, SeeClickFix improves the City's resiliency by having a mechanism for the public to report issues even when there are technical issues in the City of Oakland, and by enabling public-to-public communication to resolve issues (in addition to public-City communication).

City Council approval of this resolution will allow for continued use of this tool, continued interface with Cityworks (for issues on public infrastructure assets, primarily for the Public Works Department and the Department of Transportation), the potential for a new interface with Accela (for code enforcement issues on private property, managed by the Department of Planning & Building), unlimited official City logins for managing and responding to requests (up from 6 logins currently), an Oakland-branded app available in the Apple and Android app stores (in addition to the current non-branded SeeClickFix app), and 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).

The City's Purchasing System, under Oakland Municipal Code Chapter ("OMC") section 2.04.042, requires that a competitive process occur for the purchase of computerized and information technology systems. By ordinance, upon the recommendation of the City Administrator, the City Council has the authority to waive this requirement per OMC section 2.04.042 D. This competitive process was waived through Resolution 83482 C.M.S. on July 19, 2011 in the best interests of the City. Staff recommends that the City Council also waive the competitive process for this contract amendment because it is in the best interests of the City to continue use of SeeClickFix for all the benefits that it provides to the City.

Should the City Council elect to not approve this resolution, the City Administrator would not be authorized to amend and extend the existing contract, which expires February 12, 2017. And should the public continue to use SeeClickFix to report issues, the City will continue to receive emails each time. The manual process to manage these requests without logins and interfaces would be an exponential amount of additional work and cost, and therefore infeasible to provide. The customer service and transparency benefits associated with communicating status changes, comments/questions from official City logins, and the visibility of issues not reported via SeeClickFix would also not be feasible.

BACKGROUND / LEGISLATIVE HISTORY

On July 19, 2011, City Council adopted Resolution No. 83482 C.M.S. authorizing the City Administrator to enter into an agreement with SeeClickFix in an amount of \$10,000 in the first year and \$8,000 for the following two years, with the option to extend annually for a maximum five percent increase each year thereafter, for a total five year period and a total contract amount not to exceed \$43,220; and waiving advertising and bidding requirements of the Oakland Municipal Code for the integration, subscription and licensing for SeeClickFix.

The City of Oakland entered into such an agreement, with Go Live in February 2012. The current agreement expires on February 12, 2017.

In 2011, SeeClickFix as a company was three years old. The City of Oakland was an early partner and was the first to use SeeClickFix as a platform for visibility into issues regardless of which method was used to report the issue (through SeeClickFix or phone, City website, or email).

Now, SeeClickFix has over 270 partners and has working integrations with Cityworks, Accela, Esri, Open311, and over 20 other systems. Locally, the adjacent cities of Alameda, Berkeley, and Emeryville are partners, along with American Canyon, Antioch, Burlingame, Folsom, Foster City, Hillsborough, Sacramento County*, San Mateo County, South San Francisco, Vallejo, and Walnut Creek. National examples include Albany (NY), Albuquerque (NM)*, Ann Arbor (MI), Cambridge (MA), Chicago (IL), Clayton County (GA), Detroit (MI), Houston (TX)*, Howard County (MD), Memphis (TN)*, Minneapolis (MN)*, New Haven (CT), St. Paul (MN), St. Petersburg (FL), Utah DOT, Vermont Agency of Transportation, Virginia Beach (VA), Washington (DC)*, and Winston-Salem (NC)*. International examples include Burlington (ON).

Many communities use SeeClickFix as their mobile 311 tool, including the ones noted with an * above. The partner organizations drive improvements to the platform and provide opportunities for staff to share best practices.

The offerings have expanded in the last five years. The proposed resolution would authorize an amendment and extension of the agreement to give the City of Oakland access to all functionalities of SeeClickFix that have become available since 2011 and that will become available during the agreement term. In addition, the agreement provides the City with flexibility to include a new integration with Accela (which was not used in Oakland in 2011), for code enforcement issues on private property.

SeeClickFix would thus provide one place for the public and City employees to have visibility into issues managed by multiple departments using different back-end tools.

ANALYSIS AND POLICY ALTERNATIVES

SeeClickFix provides a cloud-based tool that allows anyone, anywhere to report an issue. For partner jurisdictions such as Oakland, it provides a way for the City to provide transparency into the status of requests, through integrations and official logins to provide updates.

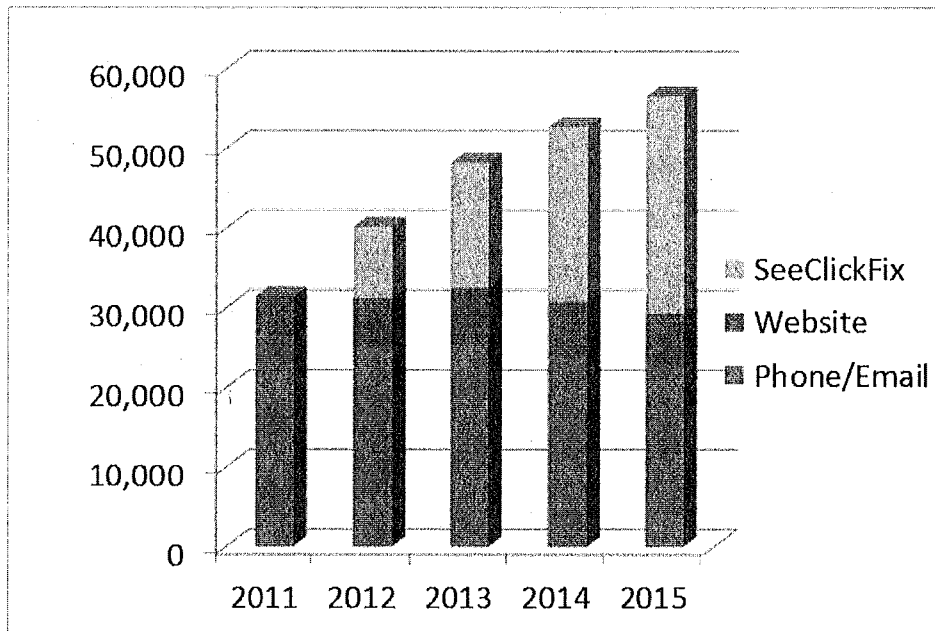
The Oakland Call Center has been providing a “one-stop shop” for all infrastructure maintenance issues, as well as other requests for service. It has been in operation since 2004 and currently processes over 60,000 service requests annually. There are four ways to report a problem:

<i>Method to Report A Problem</i>	<i>Percent of Requests From This Method (2015)</i>
SeeClickFix	43%
Phone (510-615-5566)*	30%
City website	16%
Email (callcenter@oaklandnet.com)	7%
Other	4%

**Phone method is for emergency and non-emergency issues. All other methods are for non-emergency issues. Examples of issues that are potential emergencies include issues with sewers, flooding, traffic signals, traffic signs, and trees.*

Issues reported by any method are handled the same. For some members of the public, the mobile app is the most convenient method for accessing City government; for others, it is voice (phone) or other methods. The addition of SeeClickFix in 2012 has increased the volume of requests by 80 percent, with increases in civic engagement showing increases each year since SeeClickFix was first introduced.

SeeClickFix Increased Civic Engagement 80%

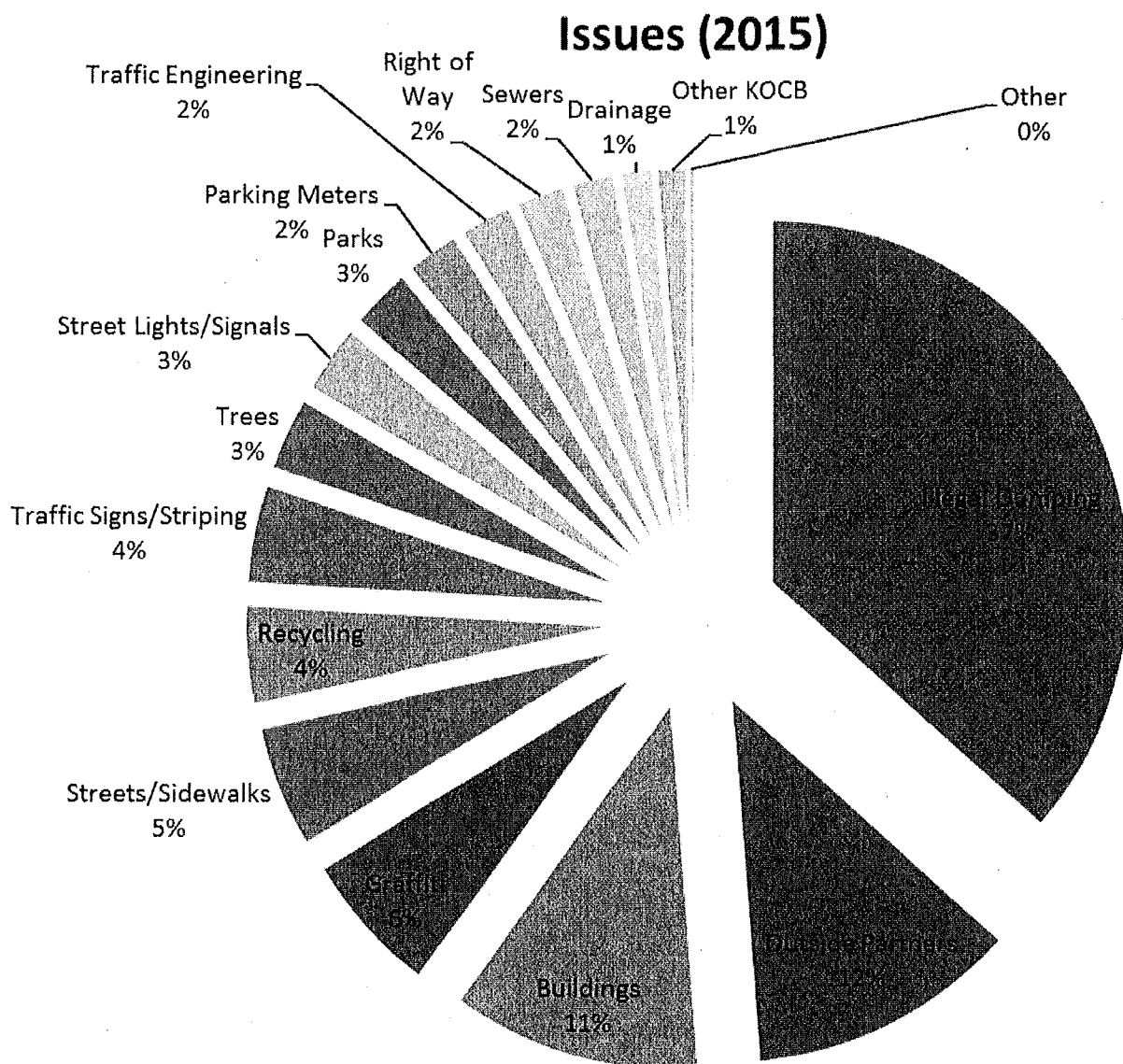


City of Oakland – analysis 5/10/16 from Open Data: <http://data.oaklandnet.com>
 Excludes categories BLDGMAINT and FACILITIES (started 4/4/11) and RECYCLING (started 8/1/12).
 SeeClickFix number shown is based on number from automated interface; SeeClickFix requests from prior to 1/17/12 were entered manually into Cityworks.
 Includes canceled service requests (which are usually duplicates of existing issues).

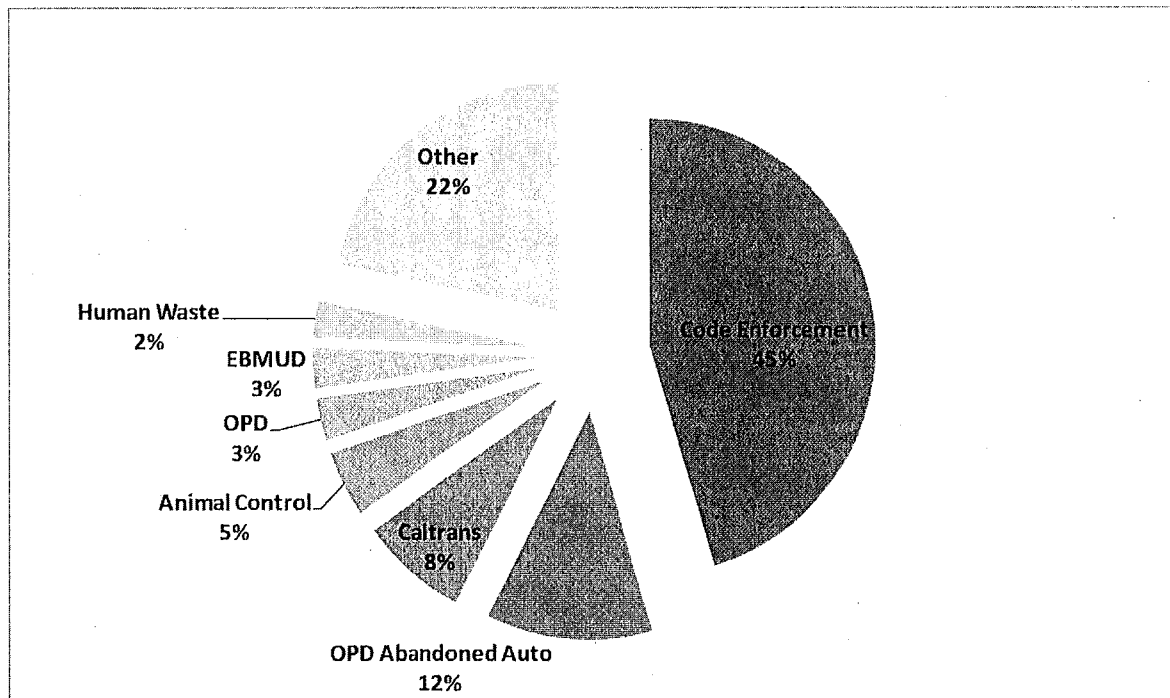
The Call Center is housed in Public Works on behalf of Public Works (OPW) and the new Department of Transportation (DOT). From its inception, the Call Center has accepted reports of issues that lay outside the purview of OPW/DOT. The Call Center enters the request and ensures that each issue is forwarded to the appropriate department for follow up.

In 2015, 12 percent of requests processed by the Call Center for “outside partners” – meaning, issues resolved by departments other than OPW/DOT.

Type of Service Request



Non-OPW Issues Referred to “Outside Partners” (Better Than “Hang Up And Call...”)



The issues received by the Call Center are entered into Cityworks (which OPW/DOT uses to track management of public infrastructure assets). For issues received via phone or email, the Call Center creates the service request. For issues received via SeeClickFix or the City website, integrations automatically create the Cityworks service request. SeeClickFix integration with Cityworks provides “close the loop” status updates in SeeClickFix.

When an issue is referred to an outside partner, Cityworks automatically sends the outside partner an email with details of the request. Resolution of the issue is handled by that organization, outside of Cityworks, and without updates to SeeClickFix or the open data website (data.oaklandnet.com).

The Call Center processes approximately 6,000 service requests annually for code enforcement issues on private property (e.g., graffiti, illegal dumping, weed abatement). These issues are referred to the Department of Planning & Building’s Code Enforcement section. Code Enforcement manually reviews and takes information from the email to create a blight record in Accela, where it is tracked for resolution.

The potential SeeClickFix-Accela interface would bring issues reported via the SeeClickFix method directly to Accela for Code Enforcement action. It would also provide transparency into

blight issues on private property that Code Enforcement tracks in Accela, regardless of the method used to report the issue. It would provide “close the loop” status updates in SeeClickFix.

The amended and expanded agreement with SeeClickFix would thus provide visibility to the public and to City staff into issues reported for resolution by multiple departments using multiple systems.

Behind the scenes, Cityworks and Accela are powerful, industry-leading tools that staff expects to use for the foreseeable future, for managing work on public infrastructure assets and blight issues on private property, respectively. SeeClickFix is the “front end” or customer-facing tool that, with the amended and expanded agreement, will continue the Cityworks integration and add Accela integration. The City of Oakland would continue to be the forefront of transparency, by continuing to make issues visible in SeeClickFix even if the method used to report the issue was not SeeClickFix (e.g., if it was from phone, email, City website, or other method).

The amended and extended agreement would give the City of Oakland access to all functionalities of SeeClickFix that have become available since 2011 and that will become available during the agreement term. This includes, but is not limited to, the following:

2011	2017 and beyond
<u>Report A Problem:</u> Public can use to report an issue	<continues>
<u>Transparency and Accountability:</u> Public visibility into issues reported, and “closing the loop” when the status changes	<continues>
<u>Additional Transparency:</u> Visibility into issues reported to OPW/DOT via non-SeeClickFix methods	Continued visibility into issues reported to OPW/DOT via non-SeeClickFix methods New visibility into issues reported to Code Enforcement via SeeClickFix and non-SeeClickFix methods
<u>Interfaces:</u> Interface with Cityworks (OPW/DOT)	Upgraded interface with Cityworks New interface with Accela (Code Enforcement), if requested
<u>Official Logins:</u> 6 official City logins (OPW/DOT; City Administrator’s Office; City Attorney’s Office; OPD Parking Enforcement)	Unlimited official City logins

2011	2017 and beyond
<p><u>City Branding:</u> City logo visible once standard SeeClickFix mobile app is launched</p>	<p>New, Oakland-branded application for download in the Apple and Android app stores</p> <p>(Public can continue to use standard, non-Oakland branded SeeClickFix app as well)</p>
<p><u>Links to additional services:</u> Standard SeeClickFix buttons in mobile app</p>	<p>Oakland-specific buttons in mobile app.</p> <p>Buttons launch to other City services, including services that do not use SeeClickFix.</p>
<p><u>Automated emails</u></p>	<p>Automated emails</p> <p>Additional ability for City to send emails to SeeClickFix users who have shown interest in a particular area. For example, to announce a community cleanup, a changed street sweeping day due to a holiday, or street closures due to an upcoming special event.</p>
<p><u>Resiliency:</u> Cloud-based tool available even if systems in Oakland are down</p>	<p>Public-to-public and public-to-government resilience has been shown in numerous jurisdictions in unanticipated ways, for example offering emergency housing after the Boston Marathon terrorist incident, and with neighbors offering to shovel snow during superstorms</p>
<p><u>Regional coordination:</u> SeeClickFix allows anyone, anywhere to report an issue. Allows crowdsourcing of where issues go to.</p> <p>Oakland was an early partner of SeeClickFix.</p> <p>When an Oaklander used SeeClickFix to report issues outside of Oakland, it may or may not have gone to the right place</p>	<p>Adjacent communities of Berkeley, Emeryville, and Alameda use SeeClickFix.</p> <p>One tool can be used to report issues locally and nationally.</p> <p>Over 270 jurisdictions partner with SeeClickFix to authoritatively engage with requests.</p>

2011	2017 and beyond
<p><u>Platform:</u> Public uses SeeClickFix to report issues, tool enhances transparency and accountability; Call Center creates new issues in Cityworks (and SeeClickFix is updated via interfaces); Call Center logs in to SeeClickFix to request more information via comments</p>	<p>This approach could continue.</p> <p>Other options include (and a mixture could be chosen):</p> <p>SeeClickFix acts as mobile 311 for public; Call Center continues to create new issues in Cityworks; Additional City staff log in to SeeClickFix to create and manage other types of issues (types of issues that do not require the additional features of Cityworks or Accela)</p> <p>SeeClickFix acts as mobile 311 for public; Call Center creates new issues in SeeClickFix instead of Cityworks (letting the integrations deliver issues to Cityworks and Accela); Additional City staff also log in to SeeClickFix to create and manage other types of issues</p> <p>SeeClickFix acts as mobile 311 for public; Call Center enters issues into a future tool; The future tool integrates with Cityworks and Accela. (There would be an additional cost for integration with a future tool.)</p>
<p><u>Features:</u> Oakland had access to functions that were available at the time of the contract</p>	<p>Agreement grants Oakland access to all current and future functionalities for the duration of the agreement</p> <p>Beta testing privileges</p> <p>Full access to SeeClickFix API</p>

Waiver Of Competitive Process Requirements of Oakland Municipal Code

Oakland Municipal Code (“OMC”) section 2.04.042 requires a solicitation and competitive process for contracts when the City purchases computerized or information technology systems. OMC Section 2.04.042.D provides exception to the solicitation process requirement and authorizes the City Council to waive the RFP/Q requirement, upon a finding that it is in the best interests of the City to do so.

Prior to initially engaging with SeeClickFix in 2012, the City Council adopted Resolution No. 83482 C.M.S. on July 19, 2011 waiving 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.

Presently, it continues to be in the best interests of the City to waive these OMC 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 potential interfaces with back-end tools such as (a) Cityworks (public infrastructure assets), and (b) Accela (code enforcement issues on private property), (4) unlimited official City logins for managing and responding to requests (up from 6 logins currently), (5) have 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).

Engaging with SeeClickFix does not preclude the City from engaging with other vendors in the future.

The City has the option to discontinue use of SeeClickFix upon the current contract expiration date of February 12, 2017. After that date, should the public continue to use SeeClickFix to report issues, the City will continue to receive emails each time. The manual process to manage these requests without logins and interfaces would be an exponential amount of additional work and cost, and therefore infeasible to provide. The transparency associated with communicating status changes, comments/questions from official City logins, and the visibility of issues not reported via SeeClickFix would also not be feasible.

FISCAL IMPACT

As SeeClickFix has evolved as a company since 2011, it has become a much more robust and widely-adopted platform. The pricing from SeeClickFix reflects Oakland's status as a "Flagship Partner" and represents a 50 percent discount versus retail pricing for a new jurisdictional partner similar in population to the City of Oakland.

The annual cost is \$41,000 per year, plus \$15,000 in first year for SeeClickFix to develop and implement a new Accela interface. City risk associated with the Cityworks and Accela interfaces is minimized, because SeeClickFix is responsible for fixing issues that may arise.

The amended agreement over the next five years would be for a total amount not-to-exceed \$220,000, bringing the total amount since the start of the agreement in 2012 to \$263,220.

The funding to support the agreement would come from the Public Works Overhead, which is charge collected from various funding sources that support Public Works and Department of Transportation activities. The coding block is: Fund 7760 (Clearing), Organization 30181 (Public Works Administration), Project A167710 (Public Works Overhead). Funds for the current FY 2016-17 are available within the department's budget through cost savings in other operations related to business analysis and information technology. For FY 2017-18 and beyond, staff will

include the anticipated SeeClickFix costs within the future budget development cycles as part of general operating expenses.

While there has been an 80 percent increase in service requests attributed to the availability of the SeeClickFix and increased civic engagement, the Call Center resources to sufficiently manage the intake of requests has only increased by 1.0 FTE. The benefits of SeeClickFix at minimal cost has enabled the City to increase public access to government services, increase civic engagement, increase transparency and accountability, and use data to better articulate service demands and response. The data gathered from increases in service requests also identifies the gap between demand and requests that manifests as a significant challenge to supervisors and managers who receive a higher volume of issues than they are funded to resolve.

PUBLIC OUTREACH / INTEREST

At this time, no outreach was deemed necessary for the proposed policy action beyond the standard City Council agenda noticing procedures.

COORDINATION

SeeClickFix is a cloud-based tool that is used by over 270 jurisdictions nationally and internationally, including many in northern California. Staff collaborate with staff in nearby cities to share best practices, and the partners help drive ongoing improvements to the product.

The subject of this report has been developed in coordination with various City departments including Public Works, Transportation, Information Technology, and the City Administrator's Office. This report has been reviewed by the Office of the City Attorney and Controller's Budget Office.

SUSTAINABLE OPPORTUNITIES

Economic: The integration with SeeClickFix improves the efficiency and effectiveness in which the Call Center receives service requests and assigns to responsible City staff. This benefit translates to better management of the City's infrastructure.

Environmental: There are no direct environmental opportunities associated with this report.

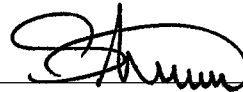
Social Equity: The use of SeeClickFix provides some opportunities for social equity in that SeeClickFix is primarily used through a mobile device. While studies show there continues to be a digital divide across socio-economic indicators, the gap is lessened through the availability and wide use of mobile devices such as Smartphones. Thus, SeeClickFix provides improved access to City services through the mobile app.

ACTION REQUESTED OF THE CITY COUNCIL

Staff Recommends that the City Council approve the Resolution Authorizing the City Administrator To Amend The Agreement With SeeClickFix 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.

For questions regarding this report, please contact Stephanie Hom, Deputy City Administrator at (510) 238-7542.

Respectfully submitted,

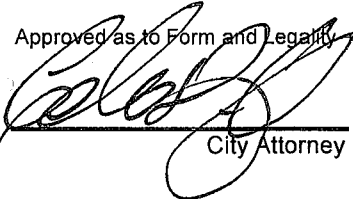


Stephanie Hom
Deputy City Administrator
City Administrator's Office

Prepared by:
Tom Morgan, Agency Administrative Manager
Oakland Public Works Department

and

John McCabe, Manager
Business Information and Analytics
Oakland Public Works Department

Approved as to Form and Legality

City Attorney

OAKLAND CITY COUNCIL

RESOLUTION NO. _____ 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.

IN COUNCIL, OAKLAND, CALIFORNIA, _____

PASSED BY THE FOLLOWING VOTE:

AYES - BROOKS, CAMPBELL-WASHINGTON, GALLO, GUILLÉN, 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