AGENDA REPORT

CITY OF OAKLAND

TO:	Jestin D. Johnson City Administrator	**FROM:**	Tony Batalla Director, Information Technology Department
SUBJECT:	ITD Enterprise Systems	**DATE:**	July 5, 2023

City Administrator Approval	_Jestin Johnson (Jul 7, 2023 10:10 PDT)_	Date:	Jul 7, 2023

RECOMMENDATION

RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR (1) TO ENTER INTO RENEWAL AGREEMENTS FOR ON-GOING INFORMATION TECHNOLOGY OPERATIONS AND MAINTENANCE AGREEMENTS; AND (2) TO ENTER INTO HARDWARE, SOFTWARE, DATA, STORAGE, PROFESSIONAL SERVICES AND MAINTENANCE AGREEMENTS TO UPGRADE AND ENHANCE EXISTING SYSTEMS, INCLUDING, BUT NOT LIMITED TO ORACLE, MICROSOFT, GEOGRAPHIC INFORMATION SYSTEMS AND PUBLIC SAFETY SYSTEMS; WAIVING THE MULTI-STEP SOLICITATION PROCESS AND, TO THE EXTENT NECESSARY, THE LOCAL/SMALL LOCAL BUSINESS ENTERPRISE PROGRAM REQUIREMENTS FOR INFORMATION TECHNOLOGY AGREEMENTS FOR FISCAL YEAR (FY) 2023 THROUGH 2025, INCLUDING MULTI-YEAR AGREEMENTS ENTERED OR RENEWED DURING FY 2023 THROUGH 2025 WITH TERMS THAT EXTEND BEYOND THE TWO-YEAR PERIOD; AND SUNSETTING CITY RESOLUTION 84579 C.M.S. (2013)

EXECUTIVE SUMMARY

Staff Recommends That The City Council (Council) Adopt the proposed Resolution authorizing the City Administrator (1) to enter into renewal agreements for on-going information technology operation and maintenance agreements; and (2) to enter into hardware, software, data, storage, professional services and maintenance agreements to upgrade and enhance existing systems, including, but not limited to Oracle, Microsoft, Geographic Information Systems and Public Safety Systems; waiving the multi-step solicitation process and, to the extent necessary, the local/small local business enterprise program requirements for information technology agreements for fiscal years (FY) 2023 through 2025, including multi-year agreements entered or renewed during FY 2023 through 2025 with terms that extend beyond the two-year period; and sunsetting City Resolution 84579 C.M.S. (2013)

BACKGROUND / LEGISLATIVE HISTORY

In July 2013, The City Council adopted Resolution # 84579 C.M.S. allowing the City of Oakland (City) to renew all on-going information technology operations and maintenance agreements,

including hardware, software, progression services and maintenance to upgrade and enhance oracle, Microsoft and public safety systems.

This resolution was used to renew and contract with specific entities required to maintain and renew the City's use of all Oracle and Microsoft applications.

ANALYSIS AND POLICY ALTERNATIVES

The City maintains several enterprise systems, which thoroughly permeate all facets of the City's business directly impacting staff on a daily basis advancing the Citywide priorities of vibrant, sustainable infrastructure and responsive, trustworthy government. In addition to internal operations, these systems have been used to create the interfaces that City residents use to access many online City services. These systems include, Oracle (enterprise financial systems), Microsoft (enterprise computing, including data services for the City), Motorola (public safety systems), Accela (permitting services), ESRI Geographic Information Systems (GIS) mapping programs, Outsystems (application development), and HPE, Cisco, and Digital Realty Trust and their resellers (for data center infrastructure and services).

For business continuity reasons, it is critical that these systems are maintained and renewed timely each year. The City of Oakland must coordinate effectively on these systems in order to advance the Citywide priorities of vibrant, sustainable infrastructure and responsive, trustworthy government. When not maintained or renewed properly, the downtime can lead to systems outages, lapses in service and a disconnect period for both staff and residents who rely on these systems. In addition to systems maintenance, other critical areas covered under this policy include annual renewals, licenses, and adequate data storage. By ensuring business continuity, this policy seeks to provide timely and consistent access to Citywide systems is available to both staff and residents who require their use.

The proposed resolution does not include the implementation of any new systems, and only applies to maintaining existing, critical, and citywide enterprise systems and infrastructure. Further, this proposed resolution would allow the Information Technology Department (ITD) to seek timely procurement for annual renewal and maintenance of existing enterprise systems and infrastructure in order to maintain business continuity and minimize service disruptions to the City and the public. Based on negotiations and obtaining the best price for the City, these renewals may extend beyond the current biennium by a period of up to 2 years. It is critical that the ITD have the ability to track and monitor not only system performance but drive the most competitive pricing possible. If Council does not adopt this policy, each renewal of the City's existing systems will require a separate resolution, and if renewal dates are missed, systems and system access may be impacted.

Waiver Justification

Oakland Municipal Code Section 2.04.042 B requires the City Administrator to conduct a multi-step proposal solicitation process before selecting a vendor. However, Oakland Municipal Code Section 2.04.042 D allows Council to waive the proposal solicitation requirements upon a finding by the Council that it is in the best interest of the City to do so.

Staff recommends that the Council waive this requirement for renewal of ongoing Information Technology services. This proposed Resolution would pertain only to existing enterprise IT platforms and solutions that the City is committed to using and maintaining and most of the City's enterprise systems are manufactured by major, multinational technology companies with proprietary products, such as Microsoft, Motorola, Oracle, ESRI, Adobe, and others. As such, many systems can only be procured and renewed directly from these vendors and there are limited providers that can be utilized in contracting, and all maintenance and renewals are with a fixed supplier. When possible, the City procures these systems through resellers and cooperative purchasing agreements, consistent with the City's purchasing guidelines. In addition, many systems were originally purchased and implemented through a competitive process and are now being renewed annually for ongoing usage. While the City may at some point decide, if possible, to replace one or more enterprise systems through a competitive bidding process, this would need to be planned in advance with enough time to ensure the best possible outcomes for the City and its residents. Therefore, for the purposes of streamlining the renewal and support of existing enterprise systems used by the City and budgeted in the Information Technology Department's operating & maintenance budgets in order to minimize potential service disruptions and to provide business continuity, it is in the City's best interests to waive the multi-step competitive bidding and Local and Small Local Business Enterprise (L/SLBE) requirements.

FISCAL IMPACT

This proposed Resolution will allow for the renewal of licenses, subscriptions, maintenance, and support agreements that are included in the City's adopted FY 2023-2025 biennial budget. As such, there is no new additional cost to the City.

COORDINATION

This report and legislation have been reviewed by the Office of the City Attorney, the Controller's Bureau, and City Administrator's Office.

PAST PERFORMANCE, EVALUATION AND FOLLOW-UP

The proposed Resolution will focus on existing enterprise IT systems that have been selected by the City for long-term use. As the City is built around these systems, there is continual work and evaluation of these platforms as decisions are being made. In each transaction, ITD continues to examine and evaluate issues that range from system modernization and enhancement to data storage options and cybersecurity considerations.

ITD is committed to continual review and follow-up on all identified issues with these systems, and continually receives and collaborates on comments, needs and issues identified by City staff and residents. Those considerations impact ongoing work.

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SUSTAINABLE OPPORTUNITIES

Economic: Ensuring that robust and cost-effective enterprise systems and platforms are available to City staff for daily use and residents as their business with the City touches related applications. Maintaining existing systems appropriately is the most efficient solution for the City.

Environmental: Enterprise solutions focus on paperless transactions that reduce the need for traditional printing and copying. Safe and effective data storage and cybersecurity solutions secure City data and give staff confidence in using these electronic repositories.

Race & Equity: Access to platforms and services that are user-friendly and available through Oak WiFi and other open networks provide residents with multiple ways to conduct business with the City.

ACTION REQUESTED OF THE CITY COUNCIL

Staff Recommends That The City Council Adopt A Resolution authorizing the City Administrator (1) to enter into renewal agreements for on-going information technology operation and maintenance agreements; and (2) to enter into hardware, software, data, storage, professional services and maintenance agreements to upgrade and enhance existing systems, including, but not limited to Oracle, Microsoft, Geographic Information Systems and Public Safety Systems; waiving the multi-step solicitation process and, to the extent necessary, the local/small local business enterprise program requirements for information technology agreements for fiscal years (FY) 2023 through 2025, including multi-year agreements entered or renewed during FY 2023 through 2025 with terms that extend beyond the two-year period; and sunsetting City Resolution 84579 C.M.S. (2013).

For questions regarding this report, please contact Tony Batalla, Information Technology Director at 510-238-3319.

Respectfully submitted,

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TONY BATALLA
Director, Information Technology Department

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July 18, 2023