



AGENDA REPORT

TO: Edward D. Reiskin
City Administrator

FROM: Sara Bedford
Director, Human Services

SUBJECT: Cityspan Contract – Tracking and
Contract Management Database

DATE: May 17, 2021

City Administrator Approval 

Date: Jun 1, 2021

RECOMMENDATION

Staff Recommends That The City Council Adopt A Resolution Waiving Competitive Solicitation Requirements, And Awarding An Agreement To Cityspan Technologies, Inc. In An Amount Not To Exceed Ninety-Two Thousand Five Hundred Dollars (\$92,500) For Licensing And Hosting Of A Web-Based, Client-Level Tracking And Contract Management Database System For Oakland Paratransit For The Elderly And Disabled Program (OPED) And Oakland Fund For Children And Youth (OFCY) For A Three-Year Term From July 1, 2021 Through June 30, 2024.

EXECUTIVE SUMMARY

Adoption of this resolution will waive the competitive solicitation requirements and authorize the City Administrator to enter into an agreement with Cityspan Technologies, Inc. (Cityspan) to provide licensing and hosting of a web-based, client-level tracking, and contract management database system in an amount not to exceed \$92,500 from July 1, 2021 to June 30, 2024. The services are for (1) Oakland Paratransit for the Elderly and Disabled (OPED) in the amount of \$37,500 and (2) Oakland Fund for Children and Youth (OFCY) in the amount of \$55,000.

BACKGROUND / LEGISLATIVE HISTORY

On May 3, 2006, the Human Services Department (HSD) issued a request for bids for web-based contract management and client tracking database services. Cityspan was significantly more qualified than other bids, the most cost-effective 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 (Resolution No. 80100 C.M.S.).

An amendment to the Cityspan contract was approved on November 3, 2008 for Cityspan to continue services with Measure Y, and to begin providing service to the Oakland Fund for Children and Youth (OFCY) through FY 2009-2010, 2010-2011 and 2011-2012 (Resolution No. 81650 C.M.S.). The contract was amended on July 17, 2012 for an additional three-year period

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(Resolution No. 84003 C.M.S.) through FY 2014-2015 and included a third HSD program, the Alameda County – Oakland Community Action Partnership (AC-OCAP).

On September 23, 2014, City Council approved an amendment to the agreement such that Measure Y could utilize new funding from the California Board of State and Community Corrections Recidivism Reduction Funds Grant for database improvements during FY 2014-2015 (Resolution No. 85177 C.M.S.).

On March 31, 2015, City Council approved a three-year contract with Cityspan to provide database services to OPED from April 1, 2015 to March 31, 2018 (Resolution No. 85487 C.M.S.). Additionally, on October 6, 2015, City Council approved a renewed contract for Measure Y, OFCY, and AC-OCAP for FY 2015-2016, 2016-2017, and 2017-2018 (Resolution No. 85821 C.M.S.).

On March 20, 2018, City Council approved a three-year contract with Cityspan to provide database services to OPED and OFCY from April 1, 2018 to June 30, 2021 (Resolution No. 87109 C.M.S.). Due to changing reporting requirements from the State of California, AC-OCAP made the decision to delay further implementation of their use of the system. Oakland Unite returned at a later date with their request for database services which also transitioned with the establishment of the Department of Violence Prevention (DVP).

The current proposed resolution authorizes a new contract with Cityspan to provide services from July 1, 2021 through June 30, 2024 for OPED and OFCY.

All subsequent contracts and amendments after the initial contract were approved by City Council with a waiver of an additional competitive process.

HSD is currently in the process of releasing a Request for Qualifications for a Grant Application, Review and Management system to solicit competitive proposals from vendors. The timeframe for the development and deployment of all components of a new system is expected to take at least one year and will include planning, analysis and design, build out, testing, training and post-deployment support. The current proposed resolution is necessary to provide a transitional period for HSD staff and grantees to use the current system while a new system is being developed.

ANALYSIS AND POLICY ALTERNATIVES

Oakland Paratransit for the Elderly & Disabled (OPED)

OPED assists adults with disabilities and frail elderly individuals with their transportation needs. OPED offers a door-to-door subsidized transportation service to eligible program participants who cannot access public transportation, providing them with taxicab or wheelchair van service to medical appointments, shopping trips, and daily excursions. OPED has approximately 1,900 registered clients and provides 40,000 rides on average per year. Prior to contracting with Cityspan in 2015, all this activity was tracked in an elaborate Microsoft Excel format that was primarily accessible at one workstation and to one staff expert. Cityspan's web-based data

management system allows for access to client information and program activity for all OPED staff responsible for customer service and client management, due to its user-friendly design and accessibility features. This database offers a client-level tracking system that enables matching service inputs to outputs and outcomes. It also tracks client service utilization across all user programs offered by HSD's Aging Division. Access to the online database is password protected and an authentication protocol prevents access to the database without a secure user ID and password issued by Cityspan. The program supervisor also has full system administrative privileges and can determine which staff members have access to the database and what level of access they should have to effectively perform their work.

Cityspan's web-based data management system has greatly mitigated the issue of limited user access by staff other than the expert staff. Work quality, reporting, querying, and timely customer service response have greatly increased and all OPED staff can more efficiently access program information.

Oakland Fund for Children and Youth (OFCY)

On an annual basis, OFCY administers nearly 150 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 error, 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 have increased since implementation of the Cityspan system.

The Cityspan contract management system allows OFCY to manage grantee scopes of work, budgets, progress reports, and online invoices. Programs submit quarterly reports through Cityspan showing progress towards grant objectives and provide data on client demographics, enrollment, and participation in activities, as well as quarterly program expenses, matching funds received, and narrative reporting on program successes, challenges, and changes. OFCY's external evaluators have been involved in the development of the database to monitor program performance and to utilize data extracts from Cityspan to conduct their mid-year and annual evaluation of program performance.

Cityspan generates export files used by OFCY's independent evaluators to conduct detailed participation and outcome analyses, and generates statistical reports that summarize grantee services for use by grantees and OFCY staff for grant monitoring purposes. In addition, Cityspan provides technical assistance to OFCY grantees by providing users access to submit requests to Cityspan's help desk via phone and email. The Cityspan database holds archival program data, providing staff with the ability to view multi-year service analysis trends that help guide OFCY program and service development.

The Cityspan system also protects the privacy of clients, safeguards the confidentiality of data, and ensures invoices are submitted for approval by only one authorized senior program staff. Cityspan has created a standard client/parent data-sharing consent form that is used by OFCY grantees, so they are aware that their demographic information and participation is being entered into Cityspan and used through independent evaluation to demonstrate program performance. The contract management system is subject to Cityspan's overall security protocol, which includes locating servers and data within a secure datacenter, securing client-

server communications with 128-bit encryption (a Health Insurance Portability and Accountability Act [HIPPA] requirement) and requiring strong username/ passwords for system users. An authentication protocol prevents access to the database without a secure ID and password issued by Cityspan. Each grantee determines which members of its agency have access to the database and their level of access to the system. To submit progress reports and quarterly invoices, the program's Executive Director must sign-off on the accuracy of the report and invoice through an encrypted login.

Summary of Cityspan Technologies, Inc.

Cityspan Technologies, Inc. is the leading provider of database management services for major government funders of youth service providers, including San Francisco's Department of Children, Youth, and Families, the City of Chicago Department of Family & Support Services, and the State of New Jersey Department of Children and Families.

Cityspan provides a wide array of services, including:

- Secure, web-based data entry/collection across all OPED, OFCY and DVP programs;
- Operation of a 40-hour a week customer service hotline;
- Customized automated reporting;
- Development of sharing protocols to allow distinct agencies and programs working in collaboration to share specific, defined information;
- Automated invoicing and contract management;
- Data field customization;
- Participant tracking sheet support; and,
- Data preparation and downloading for HSD external evaluators.

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

Waive Competitive Process

Oakland Municipal Code (OMC) Section 2.04.042 requires the City Administrator to conduct a competitive multiple-step solicitation process for the acquisition of any computerized or information technology (IT) system. OMC 2.04.042.D provides that the City Council may waive the competitive solicitation process for IT acquisitions upon a finding and determination by the City Council that it is in the best interests of the City to waive the process.

HSD requests a waiver of the competitive solicitation process requirements. The waiver will enable HSD staff and grantees to keep using Cityspan while concurrently releasing a Request for Qualifications to solicit competitive proposals for a new data management system. The development and deployment of a new system is expected to take at least one year, and this

waiver provides the time for a planned transition from one system to another, including training of staff and the public on its use.

Cityspan was initially selected through a competitive process to provide customized web-based and data management services. The use of a single provider for these services will provide for more effective data management services for Human Services' contractors across the city that are providing services throughout the Oakland community.

Alternative #1	City Council may not waive the competitive solicitation 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 competitive solicitation process will allow new vendors to bid for services.
Cons	A new competitive process will delay online client-level tracking and contract management database systems for OPED, OFCY and 148 OFCY-funded programs. If a new vendor were selected, it would take at least a year to develop, deploy and implement training for staff and providers necessary to execute such a change. It will also cost substantially more in development, training and data transfer.
Reason for not recommending Alternative #1	Cityspan has provided quality services to OFCY for a number of years at a reasonable cost. Transfer of existing data to a new system would require significant time and costs, not currently available. Cityspan has developed many custom reports for OPED and OFCY for program evaluation and monitoring that would need to be re-created by a new vendor at significant time and expense.

FISCAL IMPACT

There is no fiscal impact on the General Fund. Funding for the contract with Cityspan in the amount of \$92,500 is available from the following sources shown in **Table 1**.

Table 1: Funding Sources

Fund Source	Organization	Award	Project	Program	Amount
(2213) – Measure B Paratransit - ACTC Fund	(75621) - Oakland Paratransit for the Elderly & Disabled Organization	(23371) – FY 2021-2022 OPED Administration Project Award	(1005545) – FY 2021-2022 Measure B Project	(YS14) – Empowering Seniors & People With Disability Program	\$37,500
(1780) - Oakland Fund for Children and Youth (OFCY) - Kids First Oakland Children's Fund	(78251) - Youth Services Organization	(23403) – FY 2021-2022 OFCY 1780 78251	(1003645) – FY 2021-2022 OFCY Project	(YS04) - OFCY Program	\$55,000
Total Three Year Project Costs:					\$92,500

A breakdown of the overall project costs is as follows in **Table 2**.

Table 2: Overall Project Costs

Cost Category	Description	Amount
License & Hosting	For costs associated with source code development, application monitoring, error correction, internet connectivity and browser compatibility testing.	\$47,500
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.	\$17,500
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.	\$10,000
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.	\$17,500
Total 3 Year Project Costs		\$92,500

PUBLIC OUTREACH / INTEREST

No outreach was deemed necessary for the proposed policy action beyond the standard City Council agenda noticing procedures.

COORDINATION

The Office of the City Attorney and the Budget Bureau have each been consulted in the development of this report and resolution.

PAST PERFORMANCE, EVALUATION AND FOLLOW-UP

Cityspan Technologies is the current database developer and provider of database maintenance and hosting for OPED and OFCY. 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 and use of an electronic reporting and data collection tool reduces the use of paper and therefore positively impacts the environment.

Race & Equity: The database significantly reduces administrative time and expense for staff and grantees; thus, allowing for more time to focus on providing services to economically and socially distressed individuals.

ACTION REQUESTED OF THE CITY COUNCIL

Staff Recommends That The City Council Adopt A Resolution Waiving Competitive Solicitation Requirements, And Awarding An Agreement To Cityspan Technologies, Inc. In An Amount Not To Exceed Ninety-Two Thousand Five Hundred Dollars (\$92,500) For Licensing And Hosting Of A Web-Based, Client-Level Tracking And Contract Management Database System For Oakland Paratransit For The Elderly And Disabled Program (OPED) And Oakland Fund For Children And Youth (OFCY) For A Three-Year Term From July 1, 2021 Through June 30, 2024.

For questions regarding this report, please contact Scott Means, Aging & Adult Services Manager, at (510) 238-6137.

Respectfully submitted,



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