



AGENDA REPORT

TO: Jestin D. Johnson
City Administrator

FROM: Holly Joshi
Chief of Violence
Prevention

SUBJECT: Bonterra Tech LLC Contract
Amendment

DATE: September 29, 2025

City Administrator Approval


[Jestin Johnson \(Oct 8, 2025 14:53:34 PDT\)](#)

Date: 10/08/2025

RECOMMENDATION

Staff Recommends That The City Council Adopt A Resolution Amending Resolution No. 89787 To Correct The Business Name From Bonterra, Inc. To Bonterra Tech LLC

EXECUTIVE SUMMARY

The proposed resolution, if adopted, will authorize the Department of Violence Prevention (DVP) to add \$91,541 to an existing contract with Bonterra Tech LLC for data management system services to fund 50 additional user accounts. The DVP's existing contract with Bonterra Tech LLC funds the development and ongoing maintenance of the DVP's Apricot data management system for a total cost of \$533,056 from August 1, 2022, to June 30, 2027, and includes 150 user accounts. The DVP has since determined that 200 user accounts are needed to allow for the required data entry by program and fiscal staff within the DVP and community-based organizations funded by DVP to deliver community violence intervention services. This amendment was already approved by the City Council on June 20, 2023, but the resolution incorrectly identified Bonterra, Inc. as the contractor instead of Bonterra Tech LLC. The current resolution resolves this inaccuracy.

BACKGROUND / LEGISLATIVE HISTORY

The DVP is charged with reducing gun violence, domestic violence, and commercial sexual exploitation in Oakland. To do this, the DVP invests in immediate crisis response services and near-term interventions that stabilize victims and prevent additional violence, as well as longer-term, intensive support services for individuals caught in cycles of violence. Specifically, the DVP performs three primary functions:

Public Safety Committee
October 28, 2025

1. Supervise and deploy a team of direct service staff who perform intensive life coaching and violence interruption work with individuals at the highest risk of imminent gun violence as part of the City's *Ceasefire-Lifeline* strategy.
2. Fund and coordinate community-based organizations (CBOs) to deliver community violence intervention services to individuals at the center of group violence, domestic violence, and commercial sexual exploitation.
3. Convene and build capacity among community organizations that form the ecosystem of violence intervention services in Oakland.

From October 1, 2023, to September 30, 2025, the DVP funded 30 CBOs to deliver 65 separate scopes of work related to group violence, domestic violence, and commercial sexual exploitation. This work was primarily funded by the 2014 Oakland Public Safety and Services Violence Prevention Act (Measure Z). From October 1, 2025, to September 30, 2026, the DVP will fund 21 CBOs to deliver 42 scopes of work using funding from the Oakland Community Violence and Emergency Response Act of 2024 (Measure NN).

To adequately monitor and evaluate community violence intervention activities delivered and funded by the DVP, the DVP requires a data management system that allows internal staff and staff at funded agencies to enter data on service delivery. The data management system must also have strong functionality related to contract management, data visualization and extraction, and data quality assurance and privacy pertaining to individual service records.

In July 2022, the City Council approved a contract with Bonterra Tech LLC (formerly Social Solutions Global, Inc.) in the amount of \$533,056 for the term of August 1, 2022, to June 30, 2027, to fund the development and ongoing maintenance of a new data management system for the DVP using Bonterra Tech LLC's Apricot 360 platform ([Resolution 89380 C.M.S.](#)). Prior to this, the DVP (formerly Oakland Unite) had contracted with Cityspan Technologies, Inc. since 2006 to provide data management system services. Compared to Cityspan's data management system, the Apricot 360 platform has functionality that allows users to collect more data in an easier way and use the data to inform service delivery.

The DVP's original contract with Bonterra Tech LLC included 150 user accounts for the duration of the contract term. It has since become clear that the DVP requires 200 user accounts to accommodate all program and fiscal staff within the DVP and funded organization who require access to Apricot to enter data on an ongoing basis. The total cost of 50 additional user accounts for four years is \$117,032, but these costs will be offset by a reduction in the DVP's technical support package from the diamond level to the platinum level, which will save \$25,491 over four years. The overall required increase in contract amount is \$91,541.

The DVP originally brought the request to add \$91,541 for 50 additional user licenses to the City Council on June 20, 2023, and the item was unanimously approved ([Resolution 89797 C.M.S.](#)). Following a lengthy contract amendment process, the City's Contracts Unit recently identified that [Resolution 89797 C.M.S.](#) incorrectly sought authorization to amend a contract with Bonterra, Inc. instead of Bonterra Tech LLC, which is the company's legal name. The Contracts

Unit requires a resolution from the City Council that names Bonterra Tech LLC as the approved contractor in order to move forward with the amendment for additional user accounts.

ANALYSIS AND POLICY ALTERNATIVES

This proposed resolution would authorize the DVP to add \$91,541 to an existing contract with Bonterra Tech LLC for data management system services to fund 50 additional user accounts, for a total of 200 user accounts. These user accounts are required to meet the needs of internal DVP staff and staff at funded CBOs who are required to use Apricot for grant management activities and service monitoring activities.

The proposed resolution advances the citywide priority of holistic community safety by enabling the DVP and its funded agencies to collect the data required to monitor, evaluate, and improve service delivery to individuals impacted by group violence, domestic violence, or commercial sexual exploitation.

FISCAL IMPACT

The proposed resolution would authorize the DVP to add \$91,541 to an existing contract with Bonterra Tech LLC for data management system services to fund 50 additional user accounts. The total cost of the 50 additional user accounts is \$117,032, but these costs will be offset by a reduction in the DVP's technical support package from the diamond level to the platinum level, which will save \$25,491. Funding for the additional contract amount of \$91,541 is available in Fund (1010), Organization (70211), Program (SC22), and Project (1006367).

PUBLIC OUTREACH / INTEREST

This modification is in direct response to requests from the DVP's funded organizations for additional user accounts to fully accommodate their program and fiscal staff who need access to Apricot to enter required data.

COORDINATION

The City Attorney's Office, Budget Bureau, and City Administrator's Office were consulted during the preparation of this agenda report and resolution.

PAST PERFORMANCE, EVALUATION, AND FOLLOW-UP

The DVP's Apricot data management system was implemented in January 2023 and has vastly improved the DVP's ability to collect data and evaluate programming to better understand how programs are being implemented and who is being served.

SUSTAINABLE OPPORTUNITIES

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

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

Race & Equity: By allowing for ongoing service monitoring and evaluation, the Apricot data management system supports high-quality service delivery for individuals impacted by group violence, domestic violence, and commercial sexual exploitation in Oakland, the vast majority of whom are people of color.

ACTION REQUESTED OF THE CITY COUNCIL

Staff Recommends That The City Council Adopt A Resolution Amending Resolution No. 89787 To Correct The Business Name From Bonterra, Inc. To Bonterra Tech LLC

For questions regarding this report, please contact Holly Joshi, Chief of Violence Prevention, at (510) 920-6272.

Respectfully submitted,


Holly Joshi (Oct 7, 2025 23:03:00 GMT+1)

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