



AGENDA REPORT


TO: Jestin D. Johnson
City Administrator

FROM: Scott Means
Interim Director, Human
Services

SUBJECT: Cityspan Technologies, Inc.
Agreement For Grants Management
System FY 22-24

DATE: November 17, 2023

City Administrator Approval


Jestin Johnson (Nov 29, 2023 10:09 PST)

Date: Nov 29, 2023

RECOMMENDATION

Staff Recommends That The City Council Adopt A Resolution Amending Resolution No. 88692 C.M.S. To:

- 1. Increase The Awarded Agreement With Cityspan Technologies, Inc., From \$92,500, To An Amount Not To Exceed Two Hundred Ninety-two Thousand Two Hundred Fifty Dollars (\$292,250) For A Grants Management System For Oakland Fund For Children And Youth (OFCY) And Paratransit For The Elderly And Disabled Programs From July 1, 2021 Through June 30, 2024.**
- 2. Waive The Competitive Multiple-step Solicitation Process For The Acquisition Of Computerized Or Information Technology Systems**
- 3. Waive The Local/Local Small Business Enterprise (L/LSBE) Requirement**

EXECUTIVE SUMMARY

The proposed resolution, if adopted, will authorize the Human Services Department (HSD) to enter into an agreement with Cityspan Technologies, Inc., for licensing and hosting of a web-based grant management system that includes, client-level tracking, custom development, geographic information systems (GIS) integration, council district reporting and contract management database in an amount not to exceed \$292,250 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 \$254,750.

Adoption of this resolution will increase the awarded agreement with Cityspan Technologies, inc., from \$92,500, to an amount not to exceed two hundred ninety-two thousand two hundred fifty dollars (\$292,250) for a grants management system for Oakland Fund for Children and Youth (OFCY) and Paratransit for the Elderly and Disabled programs from July 1, 2021, through June 30, 2024 and waive the local/local small business enterprise (L/LSBE) requirement.

Life Enrichment Committee
December 12, 2023

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. City Council approved contracts with Cityspan to develop a web-based database system for Measure Y for fiscal year (FY) 2006-2007, per [Resolution No. 80100 C.M.S.](#) and again in FY's 2007-2008, and 2008-2009, per [Resolution No. 81650 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.

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

On September 23, 2014, the 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, the 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, the 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, the 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 decided 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).

On April 20, 2021, OFCY presented a [Year-End Evaluation Report for FY 19-20](#) to the Council and received the Council's feedback to improve evaluation methods to demonstrate program effectiveness and overall impact.

On April 30, 2021, the Human Services Department (HSD) released a Release for Qualifications (RFP) for a Grant Application & Review System and Grant Management System and received three responses to the RFQ.

On May 28, 2021, Cityspan Technologies, Inc. submitted a proposal for their web-based grants management and client tracking database services. Cityspan Technologies, Inc. was significantly more qualified than other bids, the most cost-effective, and the best match for the project requirements as determined by staff review.

The Cityspan Grants Management Database is a web-based platform that serves as the repository of OFCY grantee program level demographics, service projections and actuals, hours

of service, and narrative data. The Scope of Work (**Attachment A**) details expanded features that include, but not limited to, programming GIS Integration, System Dashboards (HTML), PDFs with Data Visualizations, enhancements to client tracking, and grants management features that are in response to City Council's feedback following the FY 19-20 Year End Evaluation Report presentation on April 20, 2021.

On June 15, 2021, City Council awarded an agreement to Cityspan Technologies, Inc., ([Resolution No. 88692 C.M.S.](#)) to provide licensing, user support, project management, and custom programming for the Oakland Paratransit for the Elderly and Disabled (OPED) and OFCY programs in an amount not to exceed \$92,500 from July 1, 2021, through June 30, 2024. The total amount of \$92,500 allocated \$37,500 for OPED, and \$55,000 for Oakland Fund for Children and Youth (OFCY).

The proposed amended Resolution will authorize an increase to the total award agreement from \$92,500, to an amount not to exceed \$292,250. OFCY seeks to increase their allocation from \$55,000 to \$254,750 OFCY to expand the grants & data management system, and create new functionality needed to demonstrate program effectiveness and impact. The allocation of \$37,500 for OPED will remain unchanged. The award agreement for Cityspan will be for three years, from July 1, 2021, through June 30, 2024, for OPED and OFCY programs.

ANALYSIS AND POLICY ALTERNATIVES

On an annual basis, OFCY administers nearly 150 grants. The Cityspan Grants 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, quarterly program expenses, matching funds received, and narrative reporting on program successes, challenges, and changes. OFCY's external evaluators have been involved in developing the database to monitor program performance and utilize data extracts from Cityspan to conduct their mid-year and annual evaluation of program performance.

OFCY's independent evaluators also use the grants management system to conduct detailed participation and outcome analyses and generate statistical reports summarizing grantee services. This system allows OFCY staff and grantees to monitor programs, and Cityspan provides technical assistance to all users.

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 protects the privacy of clients and safeguards the confidentiality of data.

Cityspan has 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 CMS and used through independent evaluation to demonstrate program performance.

Cityspan implements and maintains comprehensive security controls to protect its networks, servers, and applications from unauthorized access. Cityspan security complies with standards published by the National Institute of Standards and Technology (NIST).

Cityspan Technologies, Inc. was 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 more effective data management services for Human Services' contractors across the city that are providing services throughout the Oakland community.

The expanded scope of work (**Attachment A**) includes custom programming GIS integration; system dashboards (HTML); PDFs with data visualizations; along with enhancements to client tracking, and grants management features.

Oakland Municipal Code (OMC) Section 2.04.050.1.5 authorizes the City Council to waive the advertising and competitive bidding requirements of OMC Section 2.04.050 after finding and determining that it is in the best interests of the City to do so. OFCY conducted an RFP for a grant management system in April 2021. Due to a potential lack of clarity in the RFP regarding the ability to potentially waive the Local/Local Small Business requirement a request is presented to waive the multiple-step solicitation process in order to proceed with the current contract amendment while avoiding reliance on the 2021 RFQ process that may have lacked clarity. For this reason, it is recommended that City Council finds and determines that it is in the best interest of the City to waive the advertising and competitive bidding requirements of the OMC for OFCY's procurement of data management system services from Cityspan.

Staff requests that the City Council waive the Local/Local Small Business requirement for the contract with Cityspan because the Human Services Department currently uses Cityspan for other division programs and was the only qualified vendor to respond to the RFQ.

The approval of this recommendation will advance the Citywide priority of responsive, trustworthy government by providing clear measurement of outcomes for the services OFCY provides to the Oakland community. This data management system will allow for a thorough evaluation of services enabling staff to see where services are most effective and where improvements are needed.

FISCAL IMPACT

Approval of this proposed resolution will authorize the allocation of funds in the amount of \$254,750 to fund the development of a custom data management system and annual licensing and technical support fees provided by Cityspan Technologies, Inc. through June 30, 2024.

The professional services agreement with Cityspan will be funded through OFCY funds in the amount of \$254,750, which are available for these services in: Oakland Fund for Children and Youth – Kid's First Oakland Children's Fund (1780), Youth Services Organization (78251), FY 2017-2018 OFCY Project (1003645), OFCY Program (YS04).

OPED remains unchanged: Funding Source (2220), Oakland Paratransit for Elderly and Disabled Organization (75621), OPED FY 21-22 Measure B Project (1005545), Empowering Seniors & People with Disability Program (YS14). There is no fiscal impact on the General Fund.

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, the Budget Bureau, and the Department of Workplace and Employment Standards have been consulted in the development of this report and resolution.

PAST PERFORMANCE, EVALUATION AND FOLLOW-UP

Cityspan Technologies, Inc. is the current database developer and provider of database maintenance and hosting for OFCY. Cityspan Technologies, Inc. has met all scope of work deliverables. Their performance record has been strong throughout the past contracting periods. Cityspan Technologies, Inc. has been responsive to 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 Cityspan Grants Management database allows for the capture and reporting on race and equity demographics for underserved communities. This data will inform OFCYs Race and Equity Analysis and the impact of services as part of our Results Based Accountability Analysis.

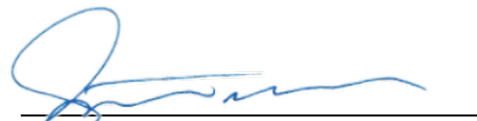
ACTION REQUESTED OF THE CITY COUNCIL

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For questions regarding this report, please contact Robin Love, Manager, Children, and Youth Services Division, at (510) 238-3231.

Respectfully submitted,



SCOTT MEANS
Interim Director, Human Services

Prepared by:
Robin Love, Manager, Children & Youth
Services Division

Attachment (1):

Attachment A: Cityspan Proposal OFCY's Grants Management System FY 22-24