



CITY OF OAKLAND

Social Solutions Global, Inc. Data Management System

City of Oakland Department of Violence Prevention

Public Safety Committee Meeting
April 12, 2022



Resolution Title

Adopt A Resolution Authorizing The City Administrator To:

Waive the Local and Small Local Business Enterprise Program (L/SLBE) and the Competitive Bid Process and Award a Five-Year Contract From May 1, 2022 To June 30, 2027 With Social Solutions Global, Inc. For The Development Of A New Data Management System and Annual Licensing And Technical Assistance Fees For a Total Amount Not To Exceed Five Hundred Thirty-Three Thousand Fifty-Six Dollars (\$533,056)



L/SLBE Waiver Request

- The DVP requested an availability analysis from the Department of Workforce and Employment Standards (DWES).
- The DWES identified 4 certified firms using the NAICS code of “518210 – Data Processing, Hosting, and Related Services,” but the identified firms did not respond to emails from the DWES inquiring about whether the firms could perform the requested services.
- The DWES determined that based on the lack of response from the 4 certified firms, the L/SLBE Program’s 50% requirement should be waived for this contract.



L/SLBE Waiver Request

Additionally, the companies identified through the DWES's availability analysis do not perform the services required by the DVP.

Company	Primary Services
TULUM Innovative Engineering, Inc.	Wireless communications and electrical services
AEKO Consultant	Internet infrastructure, data mining, data migration
Acumen Building Enterprise, Inc.	Transportation, infrastructure management, and technical communications
TJC and Associates, Inc.	Electrical and structural design engineering



Waiver of Competitive Bid Process

- The DVP is in the process of awarding program contracts to at least 40 organizations that will begin on July 1, 2022 (RFQ#267700), as well as a contract with a single vendor that will evaluate programs and services funded by Measure Z in FY22-23 and FY23-24 (RFQ#267688).
- In order to properly onboard organizations that will be funded for the FY22-23 funding cycle and to ensure adequate data are collected for the required Measure Z evaluation, the DVP requires that data management system to be developed and operational by July 2022.
- A competitive bid process would not allow the DVP to meet this timeline.



DVP Need

The City of Oakland's DVP currently uses Cityspan for its data management system, which it has used since 2006.



DVP Need

Cityspan is unable to perform the following functions pertaining to **individual service delivery**:

- Track outreach efforts with potential clients prior to enrollment, including date, method, and result of each contact
- Track multiple program enrollments for a single client
- Allow staff to make program or service referrals for clients to outside organizations and track referral acceptance
- Flag clients who are inactive and require follow-up
- Detect and resolve duplicate client entries
- Track client progress on individual life map goals



DVP Need

Cityspan is unable to perform the following functions pertaining to **crisis response**:

- Automatically notify staff of shooting and homicide incidents that require a response
- Track data on deployment, assessment, and response activities
- Allow for mobile data entry in the field
- Allow for communication within the system between members of the response team to coordinate activities



DVP Need

Cityspan is unable to perform the following functions pertaining to **system and data management**:

- Modify data system fields or functions (done by DVP staff)
- Download raw service delivery data at the client level rather than the provider level for internal analysis
- Flag and prompt the correction of missing or incomplete data
- Present up-to-date data to DVP staff and grantees through visually-appealing dashboards
- Allow for automated communication between other grantee data management systems & the DVP's data management system



Search for a New System

The DVP solicited quotes from 3 companies for the following services:

- Development of data management system (One-time cost)
- Provision of ongoing licenses and technical assistance (Annual cost)
 - Licenses for 150 users
 - Initial user training
 - Ongoing technical assistance and support for DVP staff and grantee staff



Search for a New System

Company	Annual license and technical assistance fees	System development cost	Contingency cost	5-year contract amount
Social Solutions Global, Inc.	\$90,411	\$71,000	\$10,000	\$533,056
Salesforce	\$58,548	\$173,700	\$10,000	\$476,440
Microsoft Dynamics	\$9,300	\$1,053,000	\$10,000	\$1,109,500



DVP Selection: Social Solutions

The DVP selected Social Solutions Global, Inc. (Social Solutions) as its preferred data management vendor for the following reasons:

- Social Solutions' system was designed specifically for social service providers, including local governments and non-profits.
- Social Solutions provides the easiest-to-use and most visually appealing user interface.
- Many similar agencies contract with Social Solutions, including:
 - Oakland Unified School District
 - City of Stockton's Office of Violence Prevention
 - LA Mayor's Office of Gang Reduction and Youth Development
 - 5 grantees currently funded by the DVP



DVP Selection: Social Solutions

The DVP selected Social Solutions over Salesforce for the following reasons:

- The maintenance and administration of a Salesforce system requires very specialized training and would likely require the DVP to hire an additional staff person or contract with a Salesforce consultant on an ongoing basis.
- The Salesforce interface was significantly more complicated to use for DVP staff.
- Salesforce does not specialize in social services and local government.



5-Year Contract Budget

Fiscal year	Description of fees	Amount from Measure Z	Amount from general fund	Total amount
2022-2023	Custom system development	\$70,000	\$1,000	\$71,000
	Annual licenses and technical support	\$0	\$49,014	\$49,014
2023-2024	Annual licenses and technical support	\$70,000	\$28,028	\$98,028
2024-2025*	Annual licenses and technical support	\$70,000	\$28,028	\$98,028
2025-2026*	Annual licenses and technical support	\$70,000	\$30,969	\$100,969
2026-2027*	Annual licenses and technical support	\$70,000	\$36,017	\$106,017
TBD	Contingency for system development or licenses	\$0	\$10,000	\$10,000
Total		\$350,000	\$183,056	\$533,056

*Funding allocations in these fiscal years are based on the assumption that Measure Z funding will be reauthorized. If Measure Z is not reauthorized, the DVP will use grant funding or money from the General Purpose Fund instead.

Thank You



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