CITY OF OAKLAND
AGENDA REPORT

2003 DEC 25   Office of the City Manager
   ATTN: Deborah Edgerly
   FROM: Community and Economic Development Agency and Finance and Management Agency
   DATE: December 9, 2003

RE: **A REPORT FOR THE PURCHASE AND INSTALLATION OF COMPUTER HARDWARE AND SOFTWARE AND PROFESSIONAL SERVICES FOR AN INTEGRATED PERMIT, ENFORCEMENT, AND RECORDS TRACKING SYSTEM (PERTS) FOR A TOTAL AMOUNT NOT TO EXCEED FOUR MILLION DOLLARS ($4,000,000).**

RESOLUTIONS AUTHORIZING THE CITY MANAGER TO NEGOTIATE AND EXECUTE SEPARATE PROFESSIONAL SERVICES CONTRACTS WITH MUNICIPAL SOFTWARE CORPORATION AND WITH XEROX GLOBAL SERVICES CORPORATION FOR PERTS.

A RESOLUTION AUTHORIZING THE CITY MANAGER TO AMEND THE PROFESSIONAL SERVICES AGREEMENTS WITH MUNICIPAL SOFTWARE AND XEROX GLOBAL SERVICES FOR CHANGES IN SCOPES-OF-WORK.

A RESOLUTION AUTHORIZING THE CITY MANAGER TO RE-ALLOCATE UNSPENT TECHNOLOGY PROJECT APPROPRIATIONS, APPROVED AS PART OF THE FY 01/03 CAPITAL IMPROVEMENT PROGRAM BUDGET WITHIN THE COMMUNITY AND ECONOMIC DEVELOPMENT AGENCY (CEDA), TO FUND PERTS.

AN ORDINANCE AMENDING THE MASTER FEE SCHEDULE TO ESTABLISH A NEW TECHNOLOGY SERVICE FEE ASSESSED BY THE BUILDING SERVICES DIVISION OF CEDA TO FUND PERTS.

A RESOLUTION AUTHORIZING THE CITY MANAGER TO APPROPRIATE SUPPLEMENTAL REVENUE TO A NEW PROJECT FROM THE NEW TECHNOLOGY SERVICE FEE AND FROM AN INCREASED COLLECTION OF AN EXISTING RECORDS MANAGEMENT SERVICE FEE, AND TO INCREASE THE FY 03/ 05 EXPENDITURE BUDGET OF THE BUILDING SERVICES DIVISION OF CEDA TO FUND PERTS.

A RESOLUTION AUTHORIZING THE CITY MANAGER TO UPGRADE THE CITY'S SUN/ UNIX SERVER AND TO ESTABLISH A SERVICE LEVEL AGREEMENT WITH CEDA TO SUPPORT PERTS.

A RESOLUTION AUTHORIZING THE CITY MANAGER TO NEGOTIATE AND EXECUTE A FINANCING AGREEMENT WITH XEROX GLOBAL SERVICES CORPORATION TO FUND PERTS.

FINANCE & MANAGEMENT CMTE.
JAN 1 3 2004

SUMMARY

Approval of the attached resolutions and ordinance will authorize the City Manager to implement far reaching enhancements to the development permit and code enforcement programs through the installation of a fully integrated and automated system for processing, tracking, and records management (see *Exhibit A* for a project summary). The proposed system (Permit, Enforcement, and Records Tracking System or PERTS) will automate over 2,100 functions that will significantly improve the city's efficiency, accountability, quality, productivity, revenues, and customer service. In the long run, revenues will increase and expenditures will decrease to offset the cost of the proposed system. PERTS is designed to provide a flexible and user-friendly system that will allow city staff to automate easily future changes in city business practices and new enforcement programs.

Typical improvements to the code enforcement program will include full assessments of fees and penalties for repeat offenders; timely and comprehensive abatement notices to the affected property owners; potential automation of enforcement process by other agencies and departments; "on-line" filing and monitoring of complaints by the public (oaklandnet.com website); 24/7 electronic retrieval of violation documents (including photographs, video, and audio); reduction of inspector paperwork, enhanced monitoring of hotels/ motels/ liquor store annual inspections (deemed approved), schools, and land use conditions of approval; and automation of public nuisance and problem property abatement processes.

Typical improvements to the development permit program will include a consolidated parcel data-base system that will allow city staff and the public easy access to all applicable records to facilitate accurate and timely processing of permits; a fully integrated and automated workflow system that will track, monitor and link permit review among various departments; a 24/7 "on-line" system for accessing, filing, tracking, and responding to permit applications and for scheduling permit inspections; a reliable system to assure full assessment of all applicable permit fees; and an automated system that is easily modifiable for future changes in business practices and new permit programs.

PERTS is designed to generate (ad hoc) reports of statistical data that will track performance measures, revenues, economic indicators, code enforcement actions, and other data than may be valuable to the city (see *Exhibit C*). PERTS is also designed to conform with the recommendation in the Endimyon Report for sustainable business after a major seismic event.

CEDA's current Permit Tracking System (PTS) was installed in 1987 with limited features and flexibility and runs on an obsolete computer server (IBM AS 400) that requires increasingly costly maintenance. The city is phasing out the use of the AS 400 and will convert ("port") all remaining city computer applications still running on it to the new Sun/ Unix platform. Since 1987, the city has adopted numerous programs, fees, and business practices that cannot be automated on PTS, and therefore, must be manually processed. Both historic and newly received CEDA records and documents are similarly manually processed, cataloged by various archaic methods, and stored in

scattered locations. This perpetuates a very onerous environment for the public and city staff to have access to all applicable documents and information for making accurate and informed decisions.

After an extensively formal and comprehensive Request For Proposal (RFP) process with an evaluation of twenty-five potential vendors, staff is recommending Municipal Software Corporation and Xerox Global Services Corporation (a certified Local Business Enterprise or LBE firm) as the preferred vendors for PERTS. They both are the lowest bidders and have very flexible, effective, and user-friendly systems that will meet the city's current and future needs.

Xerox Global Services (see *Exhibit B* for a company profile) will provide the primary software ("Documentum"), companion specialty software, and hardware for the Electronic Document Management System component (new electronic library) of PERTS. Municipal Software (also see *Exhibit B* for a company profile) will provide the primary software ("CityView") and companion specialty software for the Permit and Code Enforcement Tracking System component (PTS replacement) of PERTS. The total cost for the 18 month implementation of PERTS is $4,000,000. Municipal Software's contract will be not-to-exceed $780,000. Xerox Global Services contract will be not-to-exceed $2,820,000. The city will separately contract for a $300,000 upgrade of the Sun/Unix server, and will separately purchase $100,000 of mobile office equipment for inspectors (cameras, PDAs, notebook PCs, etc.).

Should a shortfall of funding occur during the implementation of PERTS, either in CIP funds or the projected revenue from an existing CEDA fee and a proposed new CEDA fee, an alternative vendor financing option that will not impact the city's General Purpose Fund budget is available and is discussed in the Fiscal Impact section of this report.

After PERTS is installed and operational, the anticipated yearly continuing costs of PERTS will be $370,000 for licensing and computer maintenance, software and staff computer upgrades, and scanning of newly submitted documents. This annual cost will be funded by CEDA's proposed new Technology service fee (5% of permit and code enforcement fees). An increase in fees is required to offset increases in yearly continuing costs related to the provision of services for which fees are charged. There will also be an indirect cost savings from eliminating a major computer software application (PTS) on the AS 400. No new staffing to operate PERTS is proposed.

After the proposed contracts have been negotiated and signed by the City Manager, PERTS will be implemented over 18 months in sequenced module "roll-outs". The initial modules will be operational within the first 5 months (see *Exhibit D* for the timeline of each module).

Staff recommends that the City Council approve the resolutions and ordinance attached to this report that authorize the negotiation and execution of professional services contracts with the two recommended vendors, the purchase of required computer hardware, the adoption in the Master Fee Schedule of a new Technology service fee, the re-allocation of unspent funds from the Capital Improvement Program budget, the appropriation of supplemental revenue from the proposed new fee and an existing fee to a new CEDA project, and the potential negotiation of a vendor financing agreement as a funding alternative for any unanticipated shortfall in appropriated funding.

EXHIBIT	PROVIDES
A	summary of PERTS functions, costs, funding, and anticipated users
B	descriptions of PERTS recommended vendors and their proposed products
C	proto-type GIS map display of a PERTS ad hoc report
D	PERTS planned and potential operating modules (for multiple City agencies)

FISCAL IMPACT

PERTS will be implemented during Fiscal Years 2003- 2005. Sequenced module "roll outs" will begin within five months following approval of the contracts. Yearly continuing costs will begin in Fiscal Year 2006 (see Exhibit E for itemization of PERTS implementation and continuing costs and funding sources)

The FY 03/05 implementation costs (18 months):

- $ 3,600,000 for Xerox and Municipal contracts (software, hardware, professional services, licensing, and contingency allowances)

- $ 300,000 for Sun/ Unix domain separation and added document storage capacity, and

- $ 100,000 for mobile office and "desktop" scanning equipment (purchased from approved local and State of California Multiple Award Schedule vendors), specialized software, local vendor scanning (new documents), and sales taxes and Contract Compliance fees

will be funded from:

- $ 2,690,000 either from unspent FY 01/03 CIP allocations to CEDA (initially approved for PTS, Mobile Office, and Loan Servicing), and

- $ 940,000 from an increased collection in FY 03/05 of CEDA's existing records management service fee assessed at the rate of 9% on permit and code enforcement charges, and

- $ 370,000 from a proposed new CEDA technology service fee assessed at the rate of 5% on permit and code enforcement charges.

The yearly recurring costs after FY 05:

- $95,000 annually for new document scanning and technology enhancements. and

- $275,000 annually for licensing/ upgrades and maintenance costs

will also be funded from the proposed new CEDA technology service.

The increased revenue from the proposed Technology service fee will offset the recurring annual costs associated with PERTS licensing, local vendor scanning of newly submitted documents, and technology and service upgrades with "no net gain". CEDA has conservatively estimated that

assessing a new 5% service fee on permit and code enforcement charges will generate an additional $370,000 in supplemental revenue to support PERTS recurring costs. 80% of this revenue ($275,000) will be reserved for annual licensing and upgrade payments. The remaining amount, which may fluctuate annually depending upon the economy's effect on permit revenues, will be used for outsourced scanning to local firms of newly submitted "non-standard" documents (poster board colored renderings, equipment diagrams, etc.) and "volume" documents (bound specifications, maintenance catalogs, etc) and for purchasing the most up-to-date replacement technology (mobile office PDA/ tablet PC, permit kiosks, specialized software, etc.). An ordinance amending Ordinance 12,504 CMS (Master Fee Schedule) is attached as *Exhibit L* to establish a new Technology service fee for CEDA.

CEDA and IT are recommending the purchase of an "Enterprise-License" for the software that enables other city agencies to easily use PERTS components for minimal additional cost. Several of the city agencies that participated in the RFP vendor selection process have already identified key functions they intend to implement once the enterprise system is in place. In addition to permit processing, CEDA's implementation plan includes the sequenced "roll out" of modules and functions (see *Exhibit D*). After the modules are designed by CEDA (with input from other agencies) and tested, they will be available to designated users in other agencies, such as the City Manager, City Attorney, Mayor, and City Council. The cost for other agencies to use PERTS components (additional enterprise licensing charges) and to modify the module functions to suit their individual needs or to electronically store their scanned documents will vary depending on the professional services needed to modify functions (less complex modifications can be done by administrative users) and additional hardware needed (scanners, Windows server, and/ or Sun document storage memory).

Increased revenues from CEDA's existing Records Management service fee (which were recently identified during an extensive system-wide programming change to CEDA's archaic PTS software) will be used for outsourced scanning of CEDA's 6,000,000 archived documents (microfiche, linen maps, deteriorated drawings, etc.) to local firms over five years. CEDA has conservatively estimated that increased collections will generate an additional $540,000 annually in FY 06 and subsequent fiscal years. For the records management system to be reliable, it is critical that a substantial volume of these archived documents be scanned.

Alternative Implementation Funding Options

If an unanticipated funding shortfall during the 18 month implementation should occur, either from the CIP ($2,690,000) or from expected additional revenue ($940,000 records management fee and $370,000 technology service fee) or both, financing could be obtained from Xerox Global Services. Repayment of the principal and interest would be appropriated from the $540,000 annual set-aside (beginning FY 06) in the records management fee and (if additionally required) from an increase of the technology fee from the proposed 5% to 6.5%. This financing alternative would delay completion of the scanning of CEDA's archive document library which, in turn, would impact the reliability of the records management system.

EXHIBIT	PROVIDES
E	itemization of PERTS implementation and continuing costs and funding sources

BACKGROUND

The Community and Economic Development Agency (CEDA) and the Finance and Management Agency (FMA), along with other city agencies and departments, are ready to retire 19th century manual methods for processing records and data and institute 21st century technology ("stone age to space age") to provide expedited and expanded "one-stop" citywide permitting, future licensing, and enforcement services. CEDA annually processes 15,000 development permits, 12,000 Municipal Code complaints, and 500,000 documents; responds to 150,000 telephone inquires (information, code enforcement complaints, and inspection scheduling) and 60,000 walk-in customers at the Permit Center, makes 70,000 field inspections; issues 900 contracts; presents 400 staff reports to the Planning Commission, Landmarks Board, and the City Council; and manages a 6,000,000 document archive library. These activities continue to be carried out primarily using manual processes and an antiquated "stand alone" computer program (the circa 1987 Permit Tracking System or PTS) that was designed to operate on the city's soon-to-be-mothballed server (AS 400).

In addition, the reduction of a significant portion of budgeted staffing over the prior two fiscal years and "customary" staffing turn-over (and pending retirements) continue to challenge CEDA's ability to provide the highest quality of service. CEDA, along with other city agencies, is now poised to discard its increasingly archaic manual methods for processing records and data and institute industry standard methodologies that will dramatically expand the "one stop" paradigm established by the City Council for providing service.

Developers, businesses, property owners, and renters have become much more demanding about their expectations for receiving rapid, efficient and thorough service from the city; yet continuous changes in regulations and laws make the process more complex and onerous. Every-day information that businesses and citizens commonly obtain from government, such as multi-language forms, consolidated payment statements, documents researched and printed over the Internet, and automated mailing/ telephone/ e-mail notification, is not currently available in Oakland. 24/7/365 remote electronic service enhancements to resource-intensive processing, such as automated agendizing/ notifications for commission and board hearings, electronic approval routing, and "one-stop" citywide records research (which individually would be too costly to implement) are readily achievable through the proposed *Permit, Enforcement, and Records Tracking System (PERTS)*.

PERTS Benefits For Internal And External Stakeholders

- Satisfies historical concerns of stakeholders for monitoring land use conditional approvals
- Enables round-the-clock code enforcement reporting and stakeholder abatement monitoring
- Satisfies historical concerns of stakeholders for streamlining processes and monitoring performance
- Enhances revenue opportunities while simultaneously decreasing developer and business user costs
- Replaces CEDA's pre-1906 earthquake records tracking systems with post-Y2K "electronic library"

- Replaces historical permitting and enforcement "adversarial" interactions among stakeholders with a "partnering" paradigm shift
- Enables multiple agency automated interactions for tracking of potential "neighbor nuisance" projects and abatement of "Public Nuisance" properties
- Removes a major software system from the city's decaying IBM AS400 server

PERTS can be considered analogous to an "electronic" library. The records-tracking software (EDMS) is the "chief librarian" who manages the stacks and card catalog, and the data-analyzing software (PCETS) is the "author" who writes the books. To be effective, the card catalog (filing system) must automatically index books and the individual pages, paragraphs, sentences, and words for quick retrieval so that library "users" (city staff and the public) can easily research information. CEDA's archaic "author" PTS software (developed in-house in 1987) incompletely processes permitting and enforcement data. CEDA has no "librarian" software, and its filing systems (dating back to the early 1920's) inadequately index and store records, which severely hinder the ability of staff to route documents and retrieve records in a timely manner (in accordance with the city's Sunshine Ordinance requirements) and analyze content. PERTS will electronically synchronize all permitting, future licensing, and enforcement actions for CEDA and associated City, County, and State agencies and can be expanded to assist other city agencies with their electronic library needs (scanning, cataloging and routing, tracking revisions, agendizing and noticing, etc.). Because PERTS software is designed with intuitive self-tutorials, users (both casual and routine) will effectively become "assistant librarians" who will be able to develop "broadbanded" skills that will enable them to navigate throughout all the rooms, stacks, books, pages, paragraphs, sentences, and words in the electronic library with minimal training and minimum assistance from other staff with specialized expertise ("administrative" users).

In the Fiscal Year 2001/2003 (FY 01/03) Capital Improvement Program (CIP) budget, the City Council and Mayor had the foresight to allocate substantial resources to ensure that CEDA would be able to obtain proven, "low maintenance" technology to streamline its approval, permitting, future licensing, and enforcement processes. To prepare for issuing Request For Proposals (RFPs) funded by the CIP, CEDA evaluated its existing activities and interviewed staff from the City Council and the Mayors Office, FMA, and other city agencies. In July and September 2002, the Information Technology Division (IT) of FMA and CEDA jointly issued two professional services RFPs with over 2,100 technical requirements for a new integrated computerized data analyzing and records tracking system. During this time period, CEDA also reorganized its work units, established the One-Stop Permit Center, accelerated staff cross-training, and developed "streamlining" protocols in anticipation of the new technology.

The Office of the City Clerk received proposals from eight responders to the data-analyzing RFP (PCETS) and seventeen responders to the records-tracking RFP (EDMS). Both RFPs contained the same detailed evaluation process to appraise the relative strengths of each responder's proposed software and merits of their professional services with respect to CEDA's 2,100 functional requirements. Many factors were used for the evaluation, including:

- An "in-production" system that is meeting the expectations of jurisdictions similar to Oakland
- Software that:

       minimizes
          staff training
          system technician workload,
          programming modifications (off-the-shelf product), and
          long-term dependence on the vendor for software modifications;

    and maximizes
          ease of use/ system intuitiveness,
          ADA and multi-lingual accessibility,
          Internet and wireless use (cellular telephone, PDA, etc.),
          open architecture design ("handshakes" with other software), and
          usage and users (citywide "enterprise" & e-government capabilities).

- An implementation that will incorporate the city's small/ local business content goals.

- A pricing structure that minimizes the city's long-term cost of ownership (staffing, installation, licensing, upgrades, modifications, hardware).

After an initial screening of the RFPs by IT and CEDA staff, four of the eight data-analyzing vendors (PCETS) and eight of the seventeen records-tracking vendors (EDMS) were invited to present separate product demonstrations, which included pre-scripted scenarios detailing interagency work-day processes and discovery sessions on the technical inter-workings of the software and proposed installation methodology. One of the twelve vendors declined to proceed further in the RFP process.

Staff from CEDA, IT, and other city agencies (Public Works, Finance and Management, City Attorney, etc.) evaluated the software functions and vendor capabilities during the eleven demonstrations. At the conclusion of the discovery sessions, the eleven vendors were invited to submit best-and-final pricing offers for licensing and installing their proposed systems (four different data-analyzing applications and four different records-tracking solutions).

CEDA staff then analyzed the demonstration and discovery session evaluations along with the Best-and-Final pricing proposals. Seven finalists were short-listed (four data-analyzing and three records-tracking) from the eleven demonstrators. CEDA staff conducted detailed telephone reference checks of "in-production" corporate and government clients identified by the seven finalists and other users suggested by the references during the telephone interviews. Staff also visited three "in-production" cities in California (Ontario and Huntington Beach) and Colorado (City and County of Denver).

IT and CEDA are recommending the following companies as the vendors and products providing the best citywide "enterprise" solution for the least cost of ownership:

PERTS VENDOR RECOMMENDATIONS

Data Analyzing RFP		Records Tracking RFP	
primary software	*primary contractor*	*primary software*	*primary contractor*
"CityView"	Municipal Software	"Documentum"	Xerox Global Services

KEY ISSUES AND IMPACTS

REPLACEMENT OF EXISTING SYSTEMS

PERTS capabilities

PERTS will provide CEDA and other agencies with an "electronic" library that will integrate state-of-the-art technologies, such as:

- Imaging - document scanning and automated indexing;

- Work flow - automated commission calendaring/ report routing/ notification;

- Collaboration - computer database interfacing (Oracle, County Recorder, etc.);

- E-government - ADA/ multi-lingual Internet transactions (permits, payments, records, etc.).

- Document management - records lifecycle (routing, revision control, retention schedule, etc.)

PERTS will allow seamless and highly secure interactions among city staff, businesses, contractors, the public, and policy makers by creating an electronic infrastructure that synchronizes data-analyzing with records- tracking. Enhanced analyzing of and access to information will more fully empower all users and better assist them with making informed choices at each step in their decision processes, both for development permitting (building and planning codes) and Oakland Municipal Code enforcement (housing code, blight ordinance, creek protection ordinance, construction debris reduction ordinance, noise ordinance, problem properties/ repeat offenders, etc.).

PERTS will correct perceived performance inadequacies and unresponsiveness during complex approval processing or enforcement processes associated with segmented accountability and changing variables. Readily available and detailed reports will provide quantifiable measurements for staff and customers to monitor and evaluate quality of service. Further, PERTS can be configured by city staff to initiate and maintain customer dialog through multi-lingual and ADA compliant outreach.

PERTS will provide 24/7/365 remote electronic access to processed data and historical records, such as:

- "problem-property"/ vacant building/ surplus land identification (street map location, site photographs, neighborhood demographics, ownership, city liens, purchase assistance, etc.),

- land survey monuments, utility location, and landslide geotechnical reports,

- commission agenda and "parsed" audio/ visual meeting records,

- inspection and complaint scheduling and result monitoring,

- electronic permit submittals and approval tracking,

- abatement notices and itemized lien "payoffs,"

- permit and certificate of occupancy records, and

- land use condition monitoring.

PERTS will also provide new citywide services, such as:
- GIS complaint mapping and GPS safety locating,
- multi-lingual electronic forms and website navigation,
- automated commission calendaring and public noticing,
- electronic filing and digital signatures (permits, encrypted payments),
- wireless inspection scheduling (cellular telephone, website, mobile office units),
- "one-stop" collection of citywide accounts receivable (blight citations, garbage liens, parking tickets, etc.), and
- city website records search with restricted viewing, and watermarked and certified-copy remote printing.

PERTS will also improve and streamline work processes and enable city agencies to electronically retain institutional knowledge from retiring staff.

Existing IT hardware and CEDA software

CEDA's archaic permit tracking software (PTS) runs on the city's aging IBM AS400 mainframe computer, which is scheduled for decommissioning in FY 04/05. Consequently, one of the two systems, either the archaic PTS or the new records-tracking component of PERTS, must be installed on IT's up-to-date Sun/ Unix computer in this two-year budget cycle. If PERTS is deferred until a later budget cycle, IT will transfer ("port") PTS software and records to the Sun/ Unix system at an undetermined cost due to the complexity the PTS archaic structure. PERTS would still have to be purchased in a future budget cycle, most likely at a significantly higher cost through a repeated RFP process, in order to satisfy the escalating automation needs of city staff and public officials and performance demands of the public.

DEFERRED COSTS

Document Scanning

The records-tracking RFP (EDMS) requested a "backfile conversion" price quotation for third-party scanning of CEDA's archived records, such as microfiche permits, drawings stored offsite, and Planning Commission staff reports. RFP price quotations ranged from $800,000 to $1,300,000 for non-paper records (microfiche, linen maps, etc.) and as much as $4,000,000 for paper records (deteriorated drawings, commission staff reports, etc.). CEDA is electing to forego contracting with an RFP vendor to complete quickly the scanning of over 6,000,000 archived documents into electronic images and extend the time well beyond the current two fiscal years. The increased collection from the existing Records Management service fee, which became available recently due to extensive reprogramming by CEDA of its archaic PTS software, would be used for outsourced scanning to local firms of archived documents over five years, or postponed should Council elect to allocate the revenue either to replenish the CIP or repay vendor financing.

CEDA staff will expand their current duties to include the scanning of routinely submitted paper files and drawings with their workday schedule. Scanning of "non-standard" documents, such as poster board colored renderings and bound construction specifications, require highly specialized equipment and unique operator expertise, and therefore, will be outsourced to local firms as funding becomes available from the proposed new technology service fee (5%) and from increased collection of the existing records management fee (unless funds are reallocated for replenishment of the CIP allocation or repayment of vendor financing). The remaining portion of the existing records management service fee authorized in the Master Fee Schedule (9% of permit and code enforcement charges) will continue to fund the costs of the existing records management staff.

CRM Tracking System

CEDA is similarly electing to postpone (or forego) the installation and licensing of a separate Customer Relationship Management (CRM) system (RFP price quotations ranged from $500,000 to $700,000) until the evaluation of a more robust system, which includes telephone "311", is completed by IT. Instead, CEDA will use the out-of-the-box functions packaged with the data-analyzing (PCETS) and records-tracking (EDMS) software to accomplish some of the CRM functions (e.g., automated routing of complaints submitted through the city website, inspection call-center scheduling, etc.)

COST OF OWNERSHIP

Non-Recurring and Recurring Costs

IT and CEDA have been diligent throughout the RFP evaluation process to ensure that all potential costs associated with PERTS, both non-recurring and recurring, would be identified and analyzed. The initial steps in the evaluation of RFP responders focused on the responsiveness of their proposals, the robustness of their software, and the value added by their professional services. The difficult task of selecting two finalists from the seven short-listed vendors included comprehensive reference checks and site visits, and a detailed comparison of "go-live" installation costs and future "expansion" costs, including following factors:

- recommended computer hardware,
- additional FTE administrators required,
- necessity for on-going vendor assistance,
- user license purchasing flexibility,
- software flexibility and ease-of-use, and
- complexity of professional services needed.

Hardware and Software Maintenance

Although PERTS is a very robust and state-of-the-art computerized system, its open-architecture design and off-the-shelf components will require fewer dedicated system technicians for the day-to-day operation of the PERTS hardware and software than the customized systems the city is currently using, such as the AS400 and the archaic PTS. Many technical software functions (adding users, changing user security codes, etc.) and hardware functions (adding screen icons to PCs, establishing wireless connectivity, etc.) can be accomplished as additional occasional duties by non-dedicated staff ("administrative" users) who will be trained by the vendors during the PERTS implementation.

CEDA will determine the anticipated three CEDA system technician FTEs (two for the data-analyzing/ records-tracking software, one for Windows hardware) who will maintain PERTS. The three positions will be re-deployed from CEDA's other existing assignments or filled from retirement vacancies, and therefore, no net increase ("net-zero") in budgeted baseline staffing will occur. IT and CEDAwill also establish a Service Level Agreement for domain maintenance of enterprise PERTS software on the Sun/ Unix server.

SHARED EFFICIENCIES, COST SAVINGS, AND ADDED REVENUE

PERTS will improve processing efficiencies from day-one of a "go-live" installation, as the sequenced "roll-out" of the system progresses. The availability and use of processed data and electronic documents for staff and the public through different media and devices (GIS map, touch-screen kiosk, Internet "one-click" screen icons, PDAs, cellular telephones, etc.) will be state-of-the-art. Decision-making milestones will be more "determinate" and accountability and monitoring will be more "discernable" for staff, the public, and policy makers. Cross-functional staff costs will be significantly reduced for retrieving, analyzing and reporting information. Material and equipment costs for storing, reprinting and distributing documents will be similarly reduced.

PERTS automated ability to process data and track records electronically will transform users citywide from processing "siloists" to "generalists" with minimal training through intuitive screen designs and self-help screen icons. PERTS will be ADA and native-language compliant for the physically challenged and multi-lingual users (Ordinance 12324 CMS). PERTS will incorporate simple-to-understand "one click" screen icons and navigational aides to automatically:

- respond 24/7/365,
- link computer data bases,
- route work for approvals,
- track performance measures,
- check citywide accounts receivable,
- sort data and publish ad hoc reports,
- remotely print legally certified copies,
- process payments and verify signatures,
- increase security for the City's public records
- restrict access by unauthorized individuals,
- display processed data on GIS maps (*Exhibit C*),
- monitor project progress and send e-mail reminders, and
- schedule hearings and inspections and notify interested parties.

The initial investment in PERTS will be recouped quickly through a combination of cost savings (both for the city and the public) and added revenue. Savings will occur from reductions of indirect costs, by

- increasing staff productivity,
- decreasing collection time span,
- using work space more efficiently,
- integrating processing efficiencies,
- redeploying existing staff and reallocating retirement vacancies, and
- automating customer interactions and ensuring accurate and timely responses, and
- reducing multiple individuals responding to duplicate complaints and service requests,

and from reductions of direct costs, by

- decreasing overtime,
- decreasing data entry errors and routing delays,
- eliminating multiple files of the same documents,
- streamlining document preparation and approval processing
- decreasing time spent filing and searching for misplaced documents,
- validating property owners prior to issuing correction and abatement notices,
- reducing distribution and duplication expenses (postage, paper, toner, maintenance),
- minimizing third-party charges (off-site records storage, specialized duplication, etc.), and
- decreasing the duplication of similar work activities between agencies and work units.

The added revenue will occur from:

- proposed future Internet e-business charges (on-line permits, escrow processing, port hazardous material cargo berthing, etc.), and
- enhanced collections from traditional sources (citywide accounts receivable, business tax, abatement charges, etc.).

TECHNOLOGY RETURN ON INVESTMENT

The National Alliance for Building Regulatory in the Digital Age, a public-private sector initiative begun in 1996, has been working with states and localities to promote the adoption and implementation of efficient regulatory practices and streamlined processing using state-of-the-art information technology. The following jurisdictions have analyzed how the new technology (similar to the proposed PERTS) has streamlined their permit processing and reported their estimated return on investment:

- Fairfax County, VA

The county developed and implemented on-line permitting processes and inspection request systems that are available 24/7/365. Over a three year time period, the county reduced its average processing time for minor permits from over 4 hours to less than 1 hour, and it estimated its cost savings in 2001 at $1.5 million as compared to its costs in 1998.

- San Diego, CA, Savannah, GA and Portland, OR

   The three cities adopted a streamlining model, called *Process 2000*, which accelerated the permitting process and fast-tracked plan reviews and tracking by applying computer technology. The system reduced the permit processing time by more than 60%. Over a four year time period, San Diego estimated its cost savings at $10 million, and the construction industry it serves reported costs savings of $3.4 million in direct labor savings.

PROPOSED NEW SERVICE FEE

New Technology service fee to offset licensing, scanning, and upgrading costs

CEDA has evaluated the potential for establishing a new technology service fee to fund the recurring PERTS costs for:

- software and equipment licensing and maintenance ($275,000 annually),

- continuing outsourced scanning to local firms of routinely submitted "non-standard" documents (poster-board colored renderings, equipment diagrams, etc.), and "volume" documents (maintenance catalogs, computer analysis print-outs, etc.) , and

- continuing hardware and specialized software purchases for changing technology and service improvements (mobile office, touch-screen kiosks, audio/ video recording, automated telephone response, increased computer capacity, etc.).

Annual software licensing will include regular upgrades and "help-desk" service by the vendor and manufactures. Annual hardware maintenance will include extended warranties for trouble-shooting problems and replacing parts. Outsourced scanning is necessary because many types of documents submitted to CEDA require specialized equipment and unique operator expertise, which would not be cost-effective for the city to purchase and support. The rapidly changing technology market requires that CEDA plan for upgrading obsolete equipment and expanding services almost yearly.

CEDA proposes to institute a new Technology service fee immediately upon approval by the City Council of one the two alternative ordinances attached to this report as *Exhibits L* and *O* amending the Master Fee Schedule. The proposed new service fee will be 5% of the combined charges collected for development permit processing and code enforcement actions. This supplemental revenue is conservatively estimated to be $370,000 annually. This amount will assure full funding of recurring licensing and maintenance costs ($275,000) for software and hardware as well as incremental funding (minimum $95,000 annually) for scanning new documents and technology upgrades, along with repayment of vendor financing interest, should Council approve this funding alternative. Should permit and code enforcement charges increase in future budget years, the

increased revenue from the proposed new service fee would enable CEDA to accelerate the outsourced scanning of archived documents, expansion of services, and upgrading of equipment.

Future E-business fee to offset website development costs (*oaklandnet.com*)

CEDA has received requests in recent years and has had discussions with its clients about the need for establishing e-government transactions and the potential for establishing a new service fee to fund continuing website development costs on *oaklandnet.com* website. An e-business service fee would be self-assessed at the discretion of the user (business or general public) when the user determined that the cost for the specialized service would provide a clear benefit to their business transactions with the city. Fees would be both monthly subscription (pre-paid "pin" account) and per-document (encrypted payment), and records could be printed remotely by the user with watermarked certification.

Potential clients include:

attorneys	subpoenaed records (unless restricted by CAO)
land surveyors	property corner monuments, prior surveys
title companies	escrow lien payoffs (watermarked certification)
utility companies	excavation permits (debited pre-payment account)
real estate brokers	permit history 3R reports (verify secondary units)
rental owners and tenants	abatement notices, invoices, liens, and payments
contractors/ architects/ developers	permits, drawings, and certificates of occupancy
neighborhood groups and citizens	automated agenda notification of designated items
Port of Oakland cargo scheduling	hazardous/ explosive material berthing approval

CEDA estimates that continuing website development costs of $20,000 annually would be defrayed by a combination of a per-document fee (remote printing) and a monthly specialized subscription fee paid by users. Non-certified copies would be viewable at no cost to authorized Internet users (unless a document was electronically restricted due to state law, city ordinance or policy, or City Attorney action). Copies of electronic documents would also be available through traditional methods and wait-time (mail, in-person) at the statutory fee established by the Sunshine Ordinance.

SUSTAINABLE OPPORTUNITIES

Economic

The proposed PERTS contracts provide significant local benefits. 78% of the PERTS contract dollars will be paid to Xerox, a certified Local Business Enterprise firm. Approximately $18,000 in sales tax will be incurred by Xerox in Oakland. The Project Manager for the Xerox Implementation Team will be based at Xerox offices located in City Center. Municipal and Xerox will be using an Oakland S/LBE to develop and conduct the PERTS training program.

As funds become available, CEDA will use LBE firms with specialized equipment to scan non-standard documents on a regular basis. Once CEDA is able to begin the outsourced conversion of its archived documents, it is anticipated that up to $5 million could be paid to LBE firms to convert the wide array of documents currently stored at its offices and at the City's off-site storage facilities in Alameda.

Environmental

Approximately 92% of the PERTS contracts (83% of the PERTS total cost) will be spent for software and professional services, areas that generally do not have a negative impact on the environment. The Windows servers that will be purchased are produced by Hewlett-Packard (HP), a company with a "strong commitment to delivering leading Environmental, Health and Safety (EHS) performance." HP also actively promotes its *Planet Partners Program* which allows consumers and businesses to recycle unwanted computers and equipment from any manufacturer. For more than a decade, Xerox Corporation has had a strong international EHS program that has produced significant results for its products, work places and manufacturing facilities. As of 2002, all its manufacturing operations were registered to ISO 14001. The majority of its products are ENERGY STAR® compliant. It has also developed the industry's most comprehensive supplies return program which enables consumers to recycle used supplies that would have gone into landfill. *Exhibit F* provides more details about breadth of the EHS programs implemented by both companies.

The proposed PERTS will have a notable impact on increasing the City's EHS environment. For example, the electronic storage, retrieval, and routing of documents will significantly decrease the number of paper documents generated by the city while reducing the daily use of printer and copy machine toner (toxic substance). PERTS record tracking software will dramatically enhance the security protections available for "soft target" documents (potential use by terrorists) and will quickly provide reliable information to "first responders" (police, fire, etc.) to emergencies.

Social Equity

The proposed PERTS will provide the full spectrum of e-government functionality, thereby dramatically increasing the ease by which residents and businesses can access City services. Access will now be available through the medium with which a person is most comfortable: regular and cellular telephones, PDAs, any personal computer, touch-screen kiosks, and personal visits to the downtown office. For those individuals that aren't computer literate or who don't have direct access to the Internet, they will have the option of using any public location that provides Internet access, such as libraries, recreation and senior centers, city/ county offices, or schools. By using public sites, individuals will also be able to obtain guidance that will expand their "computer literacy" skills.

Both "CityView" and "Documentum," as well as the associated specialized software products listed in Exhibit B, comply with federal government standards for handicapped accessibility. The PERTS website will be ADA and multi-lingual compliant. Both recommended vendors have also indicated they will be

able to configure the site functions to comply with the additional requirements contained in the city's draft
Web Accessibility Guidelines (based on ADA 508 Regulations).

EXHIBIT	PROVIDES
F	provides summary of continuing environment-related programs for Xerox and Hewlitt-Packard

RECOMMENDATIONS AND RATIONALE

IT and CEDA staff assembled an extremely comprehensive list of 2,100 functional requirements
describing the citywide "enterprise" expectations for PERTS. The four data-analyzing vendors and
seven records-tracking vendors which were invited to submit Best-and-Final Offers all provided
progressive demonstrations of, and rationale for, their recommended software and thorough
responses about their technical capabilities for installing it. Staff used criteria established in the RFP
to short-list this group further, selecting seven finalists (four for data-analyzing and three for
records-tracking). Staff further evaluated these finalists by interviewing corporate and government
clients identified by the finalists and their references (combination of telephone interviews and site
visits). CEDA has elected to forego RFP vendor scanning of archived documents (microfiche, maps,
photographs, etc.) as part of the PERTS contract and accomplish the task over time with local firms.
Newly received documents will be scanned by existing records management staff or similarly
outsourced to local firms.

The quality of the software and the professional services proposed by each of the finalists was
extremely high. Consequently, the majority of criteria established in the RFP did not delineate
significant differences among vendors. The following RFP criteria, however, did provide consistent
differentiation for selecting the recommended vendors:

Local Business Content - level at which vendors will meet goals established by the City
Council

> Technology contracts, which usually are heavily weighted with specialized professional
> services not readily available in our local area, historically have had a lower incidence of
> meeting local business content goals than other capital improvement projects, such as
> infrastructure construction and facility improvements. Six of the seven finalists are not a
> certified Small or Local Business Enterprise.

> Xerox Global Services is a certified LBE. While not a S/LBE, Farrallon Geographics, a
> subcontractor to Xerox, is the city's current vendor for updating the GIS parcel base layer
> and is based in San Francisco.

> CEDA has requested that both Xerox and Municipal combine their proposed training funds
> into one PERTS training program. Training and associated materials will be done by a
> certified S/LBE selected by both vendors and CEDA.

The combined PERTS resident Oakland business content for the data-analyzing (PCETS) and records-tracking (EDMS) contracts is 71%.

Reference Checks - experiences of corporate and government users with the vendor's team members during installation and the software after "go-live" installation

Reference checks (and site visits) revealed clear satisfaction or dissatisfaction with the software and vendor implementation teams. Staff also determined that two finalists had not yet installed the proposed software modules for any other jurisdiction or company. All references favorably rated the Municipal and Xerox teams during implementation and their recommended software after "go-live" installation.

User Changes - ability of CEDA staff to modify the installed software without assistance from city technical staff or vendor interaction

The proposed software had clear differences among them for "ease-of-use" and "transfer of knowledge" from each vendor to city staff. For data-analyzing, product demonstrations showed, and reference checks confirmed, that vendor interaction with Municipal and "CityView" was significantly less necessary to implement system modifications after the software was installed. For records-tracking, the differentiation during product demonstrations was less distinct but reference checks revealed that vendor interaction was noticeably less necessary with Xerox and "Documentum".

Recurring and Non-Recurring Costs - annual licensing fees, additional FTE required to administer PERTS software, prices of software and recommended hardware, and vendor software installation fees

Cost differentials among vendors were clearly appreciable. The differences between the Best and Final offers of the two recommended vendors (Municipal and Xerox) and the other finalists exceeded 120% for the data-analyzing RFP (PCETS) and 35% for the records-tracking RFP (EDMS).

The following table compares the Best-and-Final offers of the two recommended vendors, Municipal (data-analyzing RFP) and Xerox (records-tracking RFP), with the two finalists who were next-lowest in price. The table combines similar products and professional services proposed by the vendors. Vendors' proposals for archived document scanning are not included in the table, and are not included in the proposed contract amounts. The process for selecting local vendors (LBE) for future scanning of newly submitted and archived documents will comply with city purchasing ordinance requirements.

PERTS BEST AND FINAL OFFERS

	Data Analyzing RFP		Records Tracking RFP	
	LOWEST $	NEXT LOWEST $	LOWEST $	NEXT LOWEST $
Vendors	**Municipal**	Next finalist	**Xerox**	Next finalist
Software & Implementation	$685,000	$1,480,000	$2,000,000	$2,660,000
Software Licenses	50,000	135,000	175,000	180,000
	-----------	-------------	-------------	---------------
Best & Final offers [1]	$735,000	$1,615,000	$2,175,000	$2,940,000
Miscellaneous costs [2]	45,000	n.a.	375,000	n.a.
Windows hardware			270,000	
	-----------		---------------	
not-to-exceed Contract amounts	$780,000		$2,820,000	

[1] Comparison of similar products and professional services proposed (vendors' cost proposals for hardware and archived document scanning not included).

[2] Contract Compliance fees, sales taxes, CEDA contingency cost allowances for implementation, and business recovery solution

IT and CEDA are recommending Municipal Software Corporation as the preferred PERTS vendor for the data-analyzing RFP (PCETS) and Xerox Global Services as the preferred PERTS vendor for the records-tracking RFP (EDMS).

ACTIONS REQUESTED OF THE CITY COUNCIL

Staff recommends that the City Council approve the following proposed resolutions and ordinances as summarized on page 21 of this report:

I. PERTS Spending (recommend approval of *Exhibits G* through *K*)

   A. *Exhibit G* - approve the proposed resolution authorizing the City Manager to negotiate and execute a professional services agreement with Municipal Software Corporation to provide, install, and license "CityView" data-analyzing software and companion mobile office software for an amount not to exceed $780,000; and

   B. *Exhibit H* - approve the proposed resolution authorizing the City Manager to negotiate and execute a professional services agreement with Xerox Global Services Corporation to:

   1. provide, install, and license "Documentum" records-tracking software and companion imaging, forms, reports, and business recovery software for an amount not to exceed $2,550,000, and

   2. purchase and install computer hardware for an amount not to exceed $270,000, and

   C. *Exhibit I* - approve the proposed resolution authorizing the City Manager to amend either or both of the professional services agreements for changes in the scope-of-work. for as long as the combined aggregate cost of the two agreements does not exceed $3,600,000; and

D. *Exhibit J* - approve the proposed resolution authorizing the City Manager to appropriate supplemental revenue from the proposed new Technology service fee and from an increase in the collection of an existing Records Management service fee to a new CEDA project to fund PERTS, and to increase the FY 03/ 05 expenditure budget of the Building Services Division with an increased appropriation of the funds in the new project; and

E. *Exhibit K* - approve the proposed resolution authorizing the City Manager to upgrade the city's existing Sun/ Unix server for an amount not to exceed $300,000 with an appropriation from the collection of CEDA fees to support PERTS; and to establish a five-year Service Level Agreement between IT and CEDA to support PERTS; and

II. PERTS Funding (recommend approval of *Exhibits L, M, and N*)

A. *Exhibit L* - approve the proposed ordinance amending the Master Fee Schedule to establish a new 5.0% Technology service fee assessed by the Building Services Division of CEDA; and

B. *Exhibit M* - approve the proposed resolution authorizing the City Manager to reallocate prior year unspent technology project appropriations, approved as part of the FY 01/ 03 Capital Improvement Program (CIP) for CEDA, from Projects C198610 ($1,490,000), C198620 ($500,000), C198310 ($200,000), and in C192110 ($500,000) for a combined total of $2,690,000 to fund PERTS; and

C. *Exhibit N* - approve the proposed resolution authorizing the City Manager to negotiate a financing agreement with Xerox Global Services Corporation to fund PERTS for an amount of principal not-to-exceed $2,690,000 and of interest not-to-exceed $600,000 with repayment over 5 years with an appropriation from the collection of CEDA fees.
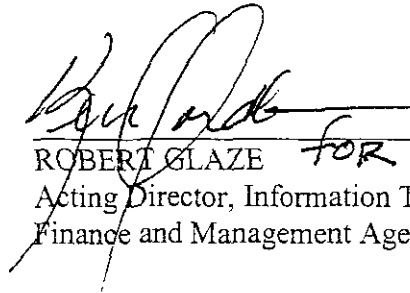
SUMMARY OF PROPOSED RESOLUTIONS AND ORDINANCES

APPROVAL	EXHIBIT	ACTIONS REQUESTED OF THE CITY COUNCIL	AMOUNT
I **Spending**	**G** Resolution	**Municipal Software** - professional services agreement to purchase and install data-analyzing and specialty software	$4,000,000
	H Resolution	**Xerox Global Services** – professional services agreement to purchase and install records-tracking and specialty software plus Windows hardware	
	I Resolution	**Municipal and Xerox** - increase or decrease contract amounts for approved changes in scopes-of-work	
	J Resolution	**Building Services** - appropriate increased revenue from an existing records management fee and a new technology enhancement fee to a new project & increase the FY 03/05 expenditure budget with an appropriation of the funds from the project	
	K Resolution	**Sun/ Unix** - upgrade the existing Sun/ Unix server for citywide PERTS enterprise use and establish a 5-year Service Level Agreement between IT and CEDA to support PERTS	
II **Funding**	**L** Ordinance	**Master Fee Schedule** - add new CEDA technology service fee (5%) to fund PERTS	$370,000
	M Resolution	**CIP** - re-allocate unspent FY 01/ 03 CIP project funds to fund PERTS	$2,690,000
	N [1] Resolution	**Xerox Global Services** - financing agreement (for unanticipated funding shortfall) with repayment from CEDA fees	

[1] postpones completion of archive library scanning

Respectfully submitted,

CLAUDIA CAPPIO
Development Director,
Community and Economic Development Agency

ROBERT GLAZE   FOR Bob Glaze
Acting Director, Information Technology Division
Finance and Management Agency

Prepared by:

CALVIN N. WONG
Director, Building Services Division
Community and Economic Development Agency

APPROVED AND FORWARDED
TO THE FINANCE COMMITTEE

OFFICE OF THE CITY MANAGER

Attachments

Exhibit A: PERTS Summary
        B: PERTS Recommended Vendor Profiles
        C: Proto-type GIS Map Display Of A PERTS Ad Hoc Report
        D: PERTS Operating Modules
        E: PERTS Cost Of Ownership
        F: Summary Of Xerox Global Services Environmental-Related Programs
G through N: Proposed Resolutions and Ordinances

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PERTS SUMMARY

SYSTEM integrates permitting, future licensing, and code enforcement activities citywide
replaces manual filing, routing and approvals with new records tracking software
replaces CEDA's archaic PTS system with new data-analyzing software
operates on City's Sun/Unix (Oracle compatible) and Windows servers
available 24 hours/day, 7 days/ week

RECOMMENDED Municipal Software - "CityView" data-analyzing and specialty software
VENDORS Xerox Global Services - "Documentum" records tracking and specialty software

LOCAL CONTENT 71% of implementation costs
Xerox Global Services - certified LBE firm
hardware - city will retain sales tax from purchases
implementation trainer - certified S/LBE firm

CITYWIDE USERS Mayor, City Council, City Clerk, City Attorney, City agencies,
emergency responders, hazardous material handlers,
County Recorder & Tax Assessor, utility companies,
contractors & developers, title companies, architects & engineers,
tenants & rental owners, neighborhood groups & non-profit organization,
libraries & senior citizen centers, Port of Oakland & maritime shipping

MODULES

see *Exhibit D* for details	CEDA 'go-live'
Permit & Enforcement	FY 04
System Interfaces	04
CEDA Process/ Project Management	04/ 05
Other Agency Integration	04/ 05
E-Government	04/ 05
Mobile Office	05

RFP PROCESS 07/02 - data-analyzing RFP issued
09/02 - records tracking RFP issued
07/02 & 10/02 – RFP pre-proposal conferences held
10/02 & 11/02 - bidder tours at CEDA to review documents and storage facilities
09/02 & 11/02 - 27 RFPs submitted
10/02, 01/03, 02/03 & 04/03 - scripted vendor demonstrations held
02/03 & 03/03 – half- day discovery sessions held
02/03 & 04/03 - Best and Final Offers submitted
04/03, 05/03, & 06/03 - vendor reference checks conducted
05/03 - site visits to three jurisdictions with operational data-analyzing systems
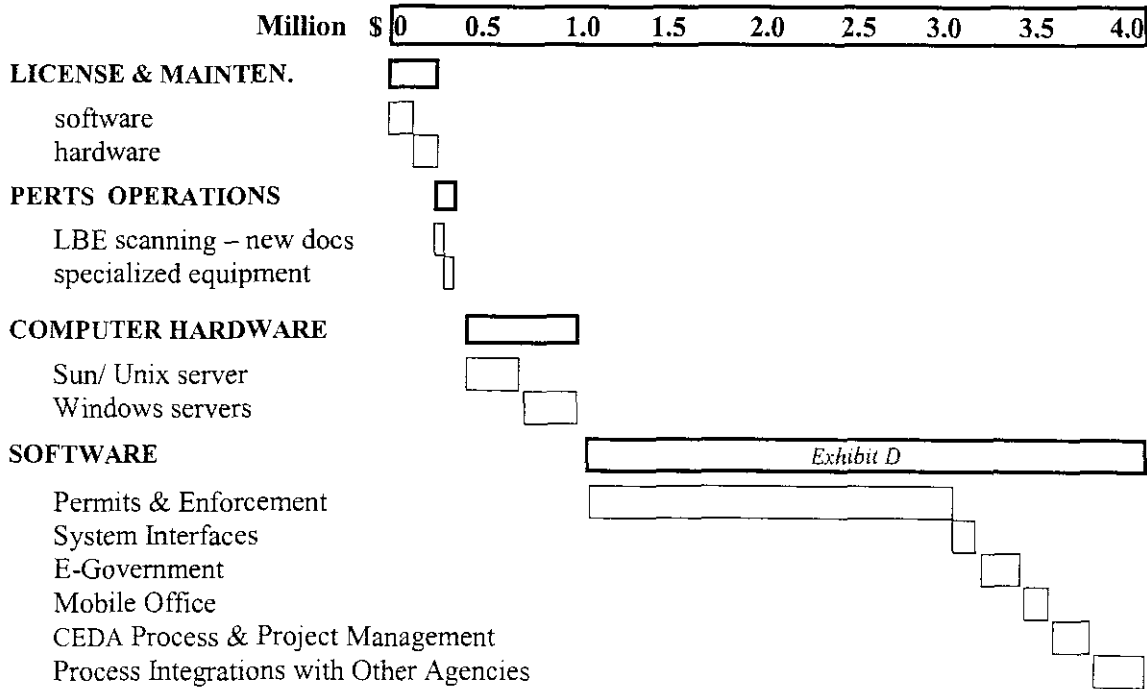06/03 - records tracking finalist vendor demonstrations

COMPLETION 18 month implementation with sequenced "roll-outs" of modules
beginning 5 months after contracts have been signed by City Manager

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PERTS SUMMARY

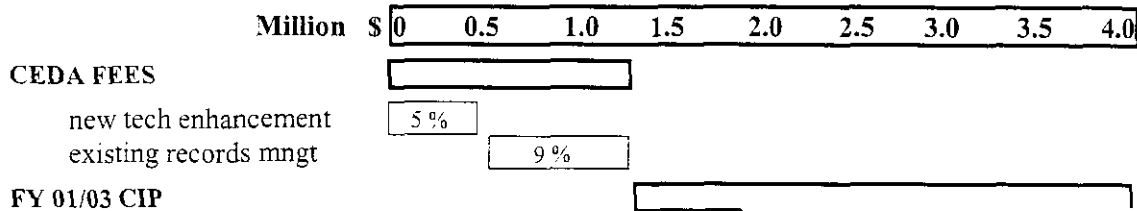**COSTS**   FY 03/ 05 Implementation - $4,000,000
                  includes sales tax, contract contingencies, and Contract Compliance fees

            FY 06 Yearly Recurring - $370,000
                  includes software licensing/ upgrades, hardware maintenance, technology
                  enhancements, and specialized scanning for newly submitted documents

FUNDING   FY 03/ 05 Implementation - $1,310,000 from CEDA fees (existing + new) plus
                                $2,690,000 from CIP

            FY 06 Yearly Recurring   - $370,000 new 5.0% technology enhancement fee

PERTS 18 MONTH IMPLEMENTATION COSTS

Million $	0	0.5	1.0	1.5	2.0	2.5	3.0	3.5	4.0

LICENSE & MAINTEN.

   software
   hardware

PERTS OPERATIONS

   LBE scanning – new docs
   specialized equipment

COMPUTER HARDWARE

   Sun/ Unix server
   Windows servers

SOFTWARE   *Exhibit D*

   Permits & Enforcement
   System Interfaces
   E-Government
   Mobile Office
   CEDA Process & Project Management
   Process Integrations with Other Agencies

PERTS IMPLEMENTATION FUNDING

Million $	0	0.5	1.0	1.5	2.0	2.5	3.0	3.5	4.0

CEDA FEES

   new tech enhancement   5 %
   existing records mngt   9 %

FY 01/03 CIP

PERTS SUMMARY

PERTS FY 06 RECURRING COSTS

Million $	0	0.5	1.0	1.5
YEARLY RECURRING				
License & Maintenance				
PERTS Operations				
archive document scanning				
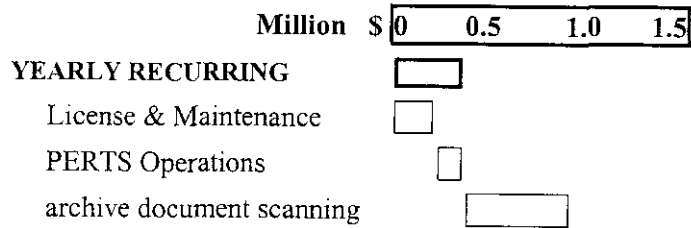
PERTS RECURRING FUNDING

Million $	0	0.5	1.0	1.5
CEDA FEES				
new tech enhancement	5 %			
existing records mngt		9 %		
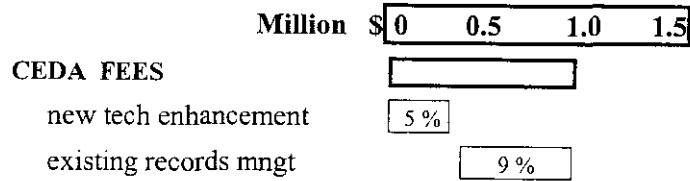
PERTS RECOMMENDED VENDOR PROFILES

Xerox Global Services (XGS)

Electronic Document Management Solution

Documentum 5.x (headquartered in Pleasanton, CA)

International AIIM 2003: Best of Show, Best Enterprise Content Management Suite, and Best Practices Award with Corporate Express (customer).

EWEEK (one of IT's leading weekly magazines) awarded two excellence awards in its 2003 eWEEK Excellence Awards program: Documentum 5 won for Document and Content Management, and Documentum eRoom 6 won the Enterprise Collaboration and Messaging category.

Network World Magazine gave Documentum eRoom 6 its blue ribbon award as the top choice for 2003 collaboration solutions.

Transform Magazine (a CMP Media web/print publication) selected Documentum 5 as one of 2002's best enterprise content and collaboration technologies. In 2003, Documentum won two Readers Choice Awards for Documentum eRoom (Teamshare category) and Documentum Records Manager (Records Management category).

Data News selected Documentum as the 2002 Content Management System of the Year.

Ascent Capture, Kofax (industry standard imaging system)

Liquid Office, Cardiff (dynamic forms processing and interface with back-end applications)

Hardware

Xerox Global Services will provide the Windows hardware and operating software, and will ensure full integration with the enhanced Sun/ Unix hardware provided by the City.

Professional Service Providers

Xerox Global Services (Primary Contractor and Integrator). XGS uses the very successful, metrics-based Six Sigma methodology for project management; all PERTS teams will use its "define-measure-analyze-improve-control" processes to ensure successful implementation.

Farallon Geographics Inc. (multi-lingual GIS integration; current City GIS contractor located in San Francisco)

Joint contract with the S/LBE firm designated by the City for PERTS training and documentation (including classroom and web-based training)

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Integration with the recommended PCETS vendor

Municipal's *CityView* application uses Microsoft's .NET platform. XGS' proposed software applications interface easily with .NET based applications. XGS has in-depth knowledge and experience integrating with Microsoft products, and is "Gold Certified" by Microsoft (highest certification granted). XGS also has two seats on Microsoft's .NET and Collaborative Solution Councils (the members work with and evaluate proto-types and new releases).

Local Content

Xerox has had a presence in Oakland for 30 years, and XGS has been located in Oakland for the last eight years and is a certified Local Business Enterprise (LBE). Xerox's office in downtown Oakland includes two floors and close to 100 employees. The Project Manager for PERTS would be based in this office. Last year, Xerox's Community Involvement Program supported teams of Xerox employees to participate in the following local projects:

Oakland Unified School District Literacy Program	100 Black Women's Coalition
Habitat for Humanity	100 Black Men's Coalition
Little League Baseball – Sponsor	Special Olympics Track & Field
Inner-City Basketball – Sponsor	Academy of Friends Aids Foundation
Toys for Foster Children	Northern California Cruisers
Casino Night-Special Olympics/Oakland As	March of Dimes
Oakland Children's Hospital Christmas Party	American Cancer Society
'Feed the Homeless' Thanksgiving Baskets	

References

XGS' expertise is in providing full service ("best of breed") electronic document management solutions that meet each client's specific needs. XGS provided full scope references for XGS, Documentum, and Cardiff, which City staff interviewed. XGS public sector accounts include:

City of Oceanside, CA	State of FL, Unclaimed Property Division
City of Detroit , MI	State of FL, 13th Judicial Florida Legislature
City of Grand Rapids, MI	State of MA, Supreme Judicial Court
Lafayette, LA	State of MA, Dept. of Education & Training
New Orleans Police Dept.	State of MI, Dept. of Transportation
City of Rochester Hills, NY	State of MI, Bureau of State Lottery
Forsyth County, GA	State of MI, Gaming Control Board
Oakland County, MI	State of MI, Charitable Gaming Division
Pima County, AZ	State of New York, Port Authority
State of CT, Dept. of Environmental Protection	State of New York, Taxation Department

Documentum's public sector clients provided as references:

County of San Diego	Agency for International Development
U.S. Environmental Protection Agency	Federal Trade Commission

Cardiff's public sector client provided as a reference was the State of California, Department of General Services, Office of Technology Resources.

Farallon's public sector clients provided as references were Santa Clara County and San Mateo County.

Municipal Software Corporation

Permit and Code Enforcement Tracking Solution

CityView v 8.NET Enterprise

Winner of the 2002 Microsoft Fusion Award.

Worldwide winner of Microsoft's 2002 Packaged Application Award.

Inspector Plus (mobile office)

Hardware

No hardware will be provided. *CityView* will run on Windows servers supplied by XGS, and can run on any wireless device selected by the City.

Professional Service Providers

Municipal Software Corporation (Primary Contractor)

Joint contract with the S/LBE firm designated by the City for PERTS training and documentation.

Integration with other PERTS software products

CityView runs on the .NET platform, is designed with an open architecture, and employs COM and Web Services to easily interface with other applications and websites. Municipal Software is an ESRI International Business Partner (the City's GIS software provider), incorporates ESRI's MapObjects and is compatible with ArcIMS and ArcSDE.

Local Content

Joint contract with the S/LBE firm designated by the City for PERTS training and documentation (including classroom and web-based training)

References

Founded in 1982, Municipal Software deals exclusively with local governments across North America. Its headquarters are in Vancouver, British Colombia, and it maintains U.S. sales and service offices in Centennial, CO, Kennesaw, GA, and Chicago and Fresno, CA. It currently has over 140 clients in the U.S. and Canada, and manages the following types of programs: code enforcement, land development, e-government/mobile office, emergency services, public works, business licenses, property management, youth services, voter registration, and GIS integration. Its most recent client is Charlotte, North Carolina.

Municipal provided full scope references for CityView implementations, which City staff interviewed. City staff also conducted site visits to the City and County of Denver, Huntington Beach and Ontario, CA.

PROTO-TYPE GIS MAP DISPLAY OF A PERTS AD HOC REPORT

Selected Facilities Within 1,000 Feet Of A Public School

CITY COUNCIL DISTRICTS

Ad Hoc Report Legend

★ Oakland Schools (179 Sites)

● Deemed Approved Hotel and Motel (84 Sites)

● Alcohol and Drug Rehabs (44 Sites)

✚ Small Family Care Homes (2 Sites)

■ Adult Residential Care Facility (78 Sites)

◆ Group Homes (49 Sites)

0   250   500   1,000
Feet

5

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PERTS Operating Modules [1]

MODULE	FUNCTION	AGENCY	EFFICIENCIES GAINED FOR	ENTERPRISE USES	IMPLEMENTED	
					FY 04	FY 05
Permits & Enforcement	Permits	CEDA Parks and Rec. Fire Services Oaklanders Assistance Center	All components of permit issuance, including processing and tracking design reviews, applications, plan checks, and milestones for permit finalization. Fast tracking approvals of designated permit types. Automatic and customized notifications/ correspondence sent via applicant's and owner's preferred communication channel. Inspection scheduling via multiple channels (e.g., live operator, Internet form, wireless devices and Integrated Voice Response System) with 24 hour notification of results. Automatically generating notices, correspondence and documents in conjunction with design review, variance, and permit approval milestones. Workload balancing. Work units establishing and monitoring custom performance measures.	Automatic listing of associated requirements when a permit type is queried or application submitted. Early notification of developers and permit applicants about zoning, building, engineering, Fire and/or Public Works "Red Flags" based on address or district (e.g., Commercial Security Program, Zoning regulations, Historical District designation). Generating detailed Fee Statements at any point in the application process. "Completion Lists" which provide deliverables and milestones for specific application approvals and permit finalization. Tracking approval progress using alerts and automatic escalation procedures if processing milestones are missed. Allowing applicants to easily monitor status of permit applications via phone, Internet, or Integrated Voice Response System. Standardized zoning review declarations, requirement checklists, applicant notices, and inspection comments. Public access to the permit and inspection history of individual contractors, engineers, surveyors, and architects.		√ √ √ √ √ √ √ √
		CMO Police Public Works	Issuing and renewing non-land development permits and licenses.	Researching all information maintained by CEDA pertaining to parcels, addresses, property and business owners, and incomplete and completed development projects.		

[1] Items in **bold** are included in the proposed PERTS.

Agency lists those participating in PERTS or those that have indicated they would make use of PERTS components.

Implemented indicates the fiscal year in which the function will be implemented.

MODULE	FUNCTION	AGENCY	EFFICIENCIES GAINED FOR	ENTERPRISE USES	IMPLEMENTED	
					FY 04	FY 05
Permits & Enforcement	Code Enforcement	CEDA CAO Mayor Police Fire Services Oaklanders Assistance Center Police Fire Services Public Works	Resolving Problem Properties in a timely manner. Automatically assigning completion date(s) according to violation type and City policy. Monitoring compliance with requirements, and escalating abatement actions when milestones are not met. Managing entire Hearing and Appeal process, including public notifications. Processing liens, and tracking interest accumulation until lien release. Workload balancing.	Retrieving all records associated with problem properties (e.g., photos, video, complaints, notices, legal actions, liens). Capturing service request, complaint or hazard information and issuing work orders based on code violation, type of permit or service request. Record and track time worked and assets used for the inspection, service response, or investigation in a format acceptable to FEMA. Notifying lead inspector about any abatement resolution actions or permit applications. Noticing and towing abandoned vehicles. Blight abatement activities. Illegal Dumping.		√ √ √ √
	Document Capture	CEDA City Clerk All agencies	Centralized storage of scanned, faxed, e-mailed, and PC produced documents. Centralized storage of "parsed" audio and video records. Minimizing electronic storage space by adjusting or compressing record formats while maintaining original appearance. Assigning metadata to maximize search results and business-to-business opportunities.	Easy capture, clean up and indexing of electronic and scanned paper documents. Submission of scanned documents from remote locations. Retrieval of document types based on multiple security levels. Archiving dynamic forms as legal records. Complying with Federal regulations for records retention and minimizing use and storage of paper.	√ √ √ √	

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MODULE	FUNCTION	AGENCY	EFFICIENCIES GAINED FOR	ENTERPRISE USES	IMPLEMENTED FY 04	IMPLEMENTED FY 05
Permits & Enforcement	Document Management	CEDA City Clerk CMO Oaklanders Asst. Center	Managing all land development & code enforcement documents, including photographs, video and GPS data. Version control & tracking of document status. Increasing security for documents pertaining to particular addresses (e.g., building plans for "soft targets") Audit trails of electronic mark-ups and approvals. Reducing multiple copies of paper and electronic documents.	Manage all phases of a document's life cycle. Search/ view any document in PERTS repository according to authorization status. Re-using existing content in reports, notices, meeting minutes. Documents viewable and printable at remote locations according to authorization status. Compilation and duplication of subpoenaed records.	√ √ √ √	√
		Public Works Fire Services Parks & Rec. Budget Office Personnel Finance CPRB	Retrieval of official documents and historical records.	Researching permit history, conditions of approval, technical assessments and calculations, deed declarations, zoning conditions and parcel genealogy back to the early 1900s. All official policies, AIs, ABs, and procedures immediately available and searchable.		
	Records Management	CEDA CAO City Clerk All agencies	Compliance with Federal, State and City records retention requirements. Document or field redaction per the CAO or security policy. Future viewing of archived documents (universal viewer for current and future document formats).	Assigning a retention schedule to designated electronic documents, including e-mail. Automatic reminder of records scheduled for destruction. Once authorized, full destruction of all record references. CAO can easily put holds on selected documents; anyone desiring to view the redacted document(s) is automatically referred to the appropriate attorney.	√ √ √	√

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MODULE	FUNCTION	AGENCY	EFFICIENCIES GAINED FOR	ENTERPRISE USES	IMPLEMENTED	
					FY 04	FY 05
Permits & Enforcement	Business Recovery	CEDA Finance/IT	Recovering all recent transactions if the system unexpectedly goes down. Minimizing critical records stored on personal computers.	Backup for all PERTS activities based on server function (e.g., back up of primary functions on a transaction basis and all servers on a nightly basis). Minimize risks associated with fire or other disasters by maintaining back-ups off-site. PERTS available to first responders and other critical systems during emergencies.	√ √	√
		All agencies	Quickly resuming business operations after a disaster.	Maintain duplicates of critical paper documents that could be destroyed in an emergency.		
System Interfaces	Financial Management	CEDA Oracle Financials Budget Office	Timely collection of accounts receivable. Tracking and analyzing revenue receipts. Establishing and monitoring Pre-payment Accounts and Performance Deposits.	Scofflaw pattern analysis. Central repository for all property liens. "On Demand" Fee Statements for monies owed to the City by individuals.	√	√ √
		Public Works Police Fire Services	Citywide liens Citywide collections Procurement documentation	Citywide "one-stop" fee payments. Auto tow billing False alarm billing Hazmat/ CUPA inspection invoices & fee collections		
	Internal Systems	CEDA CAO City Clerk Oracle HR	City Clerk management of Planning Commission Lawsuit actions Emergency response resource utilization records FEMA reimbursement records	Planning Commission scheduling, noticing and meeting minutes. Identification of all documents pertaining to lawsuits. Coordination of legal briefs, depositions, subpoenas, and calendaring with the CAO. HR payment rates for emergency personnel and work orders.	√	√ √ √

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MODULE	FUNCTION	AGENCY	EFFICIENCIES GAINED FOR	ENTERPRISE USES	IMPLEMENTED	
					FY 04	FY 05
System Interfaces	Internal Systems cont.	Finance Public Safety EOC OPW Library Museum	Determining status of Business Tax certificates issued to contractors, architects, engineers, etc. Public Safety Records Management System	Common search for citywide accounts receivable owed by individuals and businesses. Automatic notification sent to Business Tax about entities receiving permits. Automatic look-up of authorized Public Safety information (e.g., code violation reports, problem properties, hazmat sites, fire sites). Automatic look-up of PERTS information by Public Safety RMS. OPW illegal dumping, graffiti, and sidewalk repair coordination. Historical records research (link with Library's and Museum's historical collections).		
	External Systems	**CEDA State agencies County Recorder County Assessor Utility companies**	**Validating information and documents submitted via fax, Internet or in person. Automatically verifying State-issued licenses. Obtaining current owner and Agent for Process information. Submitting requests for Title Encumbrances to the County. Certified Mailings**	**Use Post Office's bar coding and certified mail cost-reduction program. Validate grant deeds, current property owner(s) name and address, status of State licenses. Automatically record liens/releases with County. Automatically transmit health, hazard and selected permit information to the County. Automatically authorize utility companies to turn on/off water, gas and/or electricity. Automatically prepare and transmit specialized Federal/State/County/non-profit reports (e.g., ICMA Center for Performance Measurement, CDBG, Census Bureau, ABAG) Automatically transmit/receive State substandard housing remittances.**	√	√ √ √ √ √ √
		Federal agencies Army Corps of Engineers	Determining status of State and Federal permits impacting a permit or project. Grant monitoring and reporting.			

MODULE	FUNCTION	AGENCY	EFFICIENCIES GAINED FOR	ENTERPRISE USES	IMPLEMENTED	
					FY 04	FY 05
System Interfaces	Web Management	CEDA CAO CMO City Clerk Oak Ast Cntr LEA CPRB AHHS Parks & Rec. Budget Office Cntrct Cmplnc	Centralized Web page management for ADA compliance and "branding" consistency. Providing searchable Web pages in multiple languages. Publishing "parsed" audio and video records along with traditional records. Creating, publishing, routing and processing secure electronic forms with authenticated signatures. Encrypting and validating payments.	Easily updating web pages by authorized super users (timelines, requirements, deadlines, services, new links). Publishing Council and Commission agendas automatically linked to staff reports and meeting records (including parsed video/audio clips). Interfacing dynamic multi-lingual forms to other back-end systems.		√ √
	GIS/ GPS	CEDA CMO City Council Oaklanders Assistance Center	Performance Improvements Code and Zoning Enforcement Incident Mapping Statistic Mapping Homeland Security Permit Research Loan Program	Track performance indicators (e.g., activity type, status, days open) for specified areas. Determining addresses for public notices and mailings. Apply different criteria (e.g., active complaints, code violations by type, abatement notices) for pinpointing activities in specified areas. Retrieve specialized information by address, parcel or radius range (e.g., zoning regulations, conditional uses, permit history, code violation abatement requirements). Generate ad hoc reports of mapped data. Researching permit requirements (e.g., creek proximity, waterflow rates, view corridors, easements, rights of way). Select parcel to determine eligibility for CEDA administered loans or grants.	√ √	√ √ √ √ √
		Fire Services Police Parks & Rec. Public Works	Document and information retrieval	Retrieve authorized information and documents for an address or radius range (e.g., building plans when first responders select a parcel). Viewing infrastructure records (corner monuments, sewer/utility lines, hydrants, significant trees, etc.).		

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MODULE	FUNCTION	AGENCY	EFFICIENCIES GAINED FOR	ENTERPRISE USES	IMPLEMENTED	
					FY 04	FY 05
E-Government	E-business	CEDA CAO City Clerk Contract Compliance	Researching address and parcel history. Researching permit requirements. Researching City-sponsored loan/ grant options. Self-service records delivery. Noticing and bidding on contracts. Submitting complaints and service requests. Submitting permit and loan applications. Submitting required documents and correcting documents previously submitted. Issuing permits. Scheduling or re-scheduling inspections.	Public access to PERTS available at library branches, senior centers and recreation centers with public computers.		√
				Self-service information retrieval in multiple languages.		√
				Customized completion lists (e.g., remodel, tear down, change of use, new construction) with links to code regulations and other internal/external agencies that may have additional requirements.		√
				Status tracking of complaint resolution and inspection results.		√
				Abatement and demolition contract bids, awards and payments.		√
				"Hotline" chat room for specific land development questions.		√
				"3R" report/ Cert. of Occupancy on demand.		√
				Checklists and links for starting or modifying a business.		√
				Self-service escrow lien demands.		√
				Remotely printed watermarked documents on demand.		√
				Direct access to "parsed" video and audio records of public testimony and staff presentations at Commission and Council meetings.		√

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| MODULE | FUNCTION | AGENCY | EFFICIENCIES GAINED FOR | ENTERPRISE USES | IMPLEMENTED | |
					FY 04	FY 05
E-Government	E-business cont.	Fire Public Works CPRB Police CMO Library Finance Museum Parks & Rec.	License issuance and renewals. Submitting grant applications. Purchases and payments.	Port of Oakland anchorage/ berthing approvals. Special activity and rave/cabaret/concert permits. Residential Parking Permits. Petition management (e.g., speed bump additions and street name changes). Crime report purchases. Fines, fee and ticket payments. Online billing. Business-to-Business procurement agreements.		
Mobile Office	Mobile Office	CEDA	**Inspections** **Code enforcement** **Emergency response** **Monitoring Conditional Use permits** **Providing inspectors with field access to all information concerning a property, inc. availability of documents on file.**	**Reviewing selected historical information on site.** **Immediately submitting inspection results.** **Field notification of utility companies for service turn on or turn off.** **Verifying contractor's license and permit status.** **On-the-spot citation, change order and permit issuance.** **On-the-spot provision of information about applicable Home Maintenance/ Rehabilitation loans and grants, as well as loans available through the One Stop Capital Shop.** **Primary system available to Inspectors during emergencies.** **Attaching photographs and/or videos to document activities.**		√ √ √ √ √ √ √ √
		Fire Services Police Parks & Rec. Public Works	Monitoring assets Monitoring property	First Responders Vegetation management Fire incident reports/ referrals Environmental hazard inventory Assigning GPS coordinates to assets.		

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MODULE	FUNCTION	AGENCY	EFFICIENCIES GAINED FOR	ENTERPRISE USES	IMPLEMENTED	
					FY 04	FY 05
CEDA Process and Project Management	**Asset Management**	**CEDA**	Infrastructure maintenance and monitoring.	All City-owned properties.	√	
				Brown fields and vacant lots.	√	
				Monitoring activities concerning properties used as collateral for City loans.		√
		Public Works Parks & Rec. Fire Services Finance	Public infrastructure records (inc. photos/video, maintenance instructions and history, value). GASB 34	Street trees Street lights Fire hydrants Street medians Sewer lines Parking meters Sidewalk repairs Pavement management Park stewardship program Hazmat occupancies and storage facilities		
	Project Management	**CEDA Mayor City Council CMO Fire Services Public Works External agencies Home owners Businesses Developers** All agencies	**Coordinating, preparing/storing all documents, and monitoring all phases of simple and complex land development projects.** **Supporting and tracking multi-hearing processes for complex projects.** **Streamlining the preparation and approval of completeness reviews, declarations, EIRs, and staff reports using standard templates that compile information from project documents.** **Generating ad hoc reports using any field(s), or combination of fields, for which data is collected.** **Coordinating parallel Plan checks.** **Workload balancing.**	**Establishing virtual project sites and assigning secure access rights to internal and external members for each project.** **Establishing checklists, project milestones and document deliverables for internal and external participants.** **Automatic project milestone e-mail notifications and escalation procedures.** **Centralizing project documents at the virtual project site for ease of reference.** **Coordinating timetables for associated projects and activities being undertaken by internal and external agencies.**	√ √ √ √ √	

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MODULE	FUNCTION	AGENCY	EFFICIENCIES GAINED FOR	ENTERPRISE USES	IMPLEMENTED	
					FY 04	FY 05
CEDA Process and Project Management	Claims/ Litigation	CEDA CAO	**Problem Properties** **Abatement proceedings** **Repeat offenders** **Hold harmless agreements** **Landslides** **Flood Zones** **Lawsuits**	**Automated citations/penalties** **Standardized wording/ clauses** **Property ownership verification** **Audit trail of all notices, responses, escalation steps.** **Redacting documents pertinent to lawsuits.** **Readily available electronic historical and current records.**	√ √	√ √ √ √
		Public Works	Sidewalk management	Sidewalk incident research and document compilation.		
	Loan Servicing	CEDA CAO City Clerk City Council	**Scanning and centrally storing historic and current loan documents.** **Managing loan applications and rehabilitation contracts.** **Automatically interfacing loan requirements (inc. ineligible repairs) to permit applications for individual properties.** **Managing the Rehabilitation Unit's List of Eligible Contractors, including electronic verification of all required certificates, licenses and insurance coverage.**	**Audit trail of entire loan process and payment history.** **Electronic approvals for loans, contracts, contractor payments, and project milestones.** **Automatically cross reference contractors against the PERTS database for contractor history.** **Homeowners can monitor progress of loans and construction activities via the City's secure website.**		√ √ √ √

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MODULE	FUNCTION	AGENCY	EFFICIENCIES GAINED FOR	ENTERPRISE USES	IMPLEMENTED	
					FY 04	FY 05
Process Integration with Other City Agencies	Permits & Enforcement	Fire Public Works Parks & Rec. CAO CMO Oaklanders Assistance Center	All components of permit issuance in which multiple agencies participate, including processing and tracking simultaneous reviews by multiple work units. Streamlining Problem Property resolution. Monitoring the status of applications, permits, complaints and service requests being handled by multiple agencies, with escalation procedures if milestones are not met.	Streamlining and coordinating site inspections and abatement activities by internal and external agencies. Field inspectors issuing multiple agency work orders for abatement actions. Referral between, and transmittal of inspection results to, different agencies responding to emergencies.		√ √ √
	Agenda Management	CEDA CMO City Clerk City Council	Planning Commission proceedings CDBG Board proceedings Rent Arbitration Board proceedings	Generate ad hoc reports using any field(s), or combination of fields, for which data is collected. Automated staff report preparation and approval routing. Automated calendaring Automated notification of people requesting to be notified of particular agenda items, particular projects, and/ or actions concerning a parcel, District or radius range. GIS generated notifications for the public. Automated posting and distribution of meeting minutes. Audio/video clips filed by subject, project, agenda number.	√ √ √	√ √ √ √
		All agencies Boards/ Commissions	City Council meetings Board/Commission meetings Neighborhood Services Coordinator meetings	Search/ view historical agenda items, including staff reports.		

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MODULE	FUNCTION	AGENCY	EFFICIENCIES GAINED FOR	ENTERPRISE USES	IMPLEMENTED FY 04	IMPLEMENTED FY 05
Process Integration with Other City Agencies	Contract Management	CEDA CAO CMO City Clerk Contract Compliance City Council All agencies	Abatement and Demolition contracts Rehabilitation contracts Professional services contracts	Standardized contract templates with version controls.	√	
				Automated multi-party approval routing.	√	
				Managing the entire contract process, including bid announcement, contractor selection, Notice to Proceed, contract milestones, inspection(s), payment authorizations, and finalization.	√	
				Automatic escalation if milestones are not met.	√	
				Archived contracts filed in a common repository.	√	
				Electronic submission of proof of completion by engineers and contractors (e.g., Certificates of Installation).		√

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PERTS COST OF OWNERSHIP

	FY 04/05 IMPLEMENTATION	FY 06 RECURRING
SOFTWARE		
purchase & installation	$ 3,060,000	
licensing & upgrades	235,000	$ 235,000
CEDA system technician		0
HARDWARE		
Windows	270,000 [1]	
Sun/ Unix	300,000	
maintenance & upgrades	40,000	40,000
CEDA system technician		0
OPERATIONS		
new doc scanning, special equip	20,000	95,000 [3]
Contract Compliance, sales tax	75,000	
ARCHIVE SCANNING		540,000
TOTALS	$ 4,000,000 [2,3]	$ 910,000 [3]

[1] included in Records Tracking contract   [2] includes contingency & Contract Compl. fees   [3] includes sales tax

CEDA FY 01/ 03 CIP APPROPRIATIONS

CEDA DIVISIONS	PROJECT	DESIGNATION	APPROPRIATION
Planning & Building	C198610/ 20	PTS	$1,990,000
Planning & Building	C198310	mobile office	200,000
Municipal Lending	C192110	loan servicing	500,000 [1]
		TOTAL	$2,690,000

[1] C192110 total appropriation = $ 1,000,000

5

FINANCE & MANAGEMENT CMTE.

JAN 1 3 2004

SUMMARY OF XEROX AND HEWLITT-PACKARD
ENVIRONMENT – RELATED PROGRAMS

5

A Record of Progress
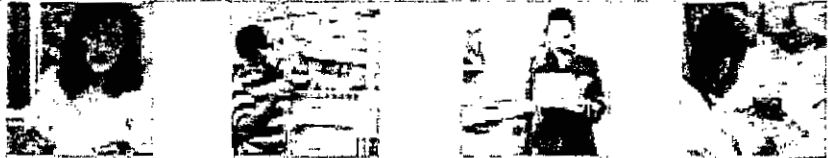
To Our Stakeholders:

I believe passionately that good citizenship is good business.
It's good for our communities, good for our people . . .
and, ultimately, good for Xerox. It means protecting our
employees, our communities, and the environment from
harm, and it means striving for a sustainable world.

Xerox's efforts in this area have produced significant results
and we are proud of our accomplishments. But there is
more to do in order to reach our Zero Injury and Waste-Free
objectives. I pledge that Xerox will continue our work toward
these goals — it is part of our heritage and our future.

Sincerely,

Anne M. Mulcahy

Anne M. Mulcahy
Chairman and Chief Executive Officer

Waste-Free Products and Waste-Free Facilities for Waste-Free Workplaces

For more than a decade, Xerox has maintained an unwavering commitment to our environmental, health, and safety policy — even when changing business strategies and external pressures posed significant challenges. Efforts to deploy our Waste-Free goals have produced dramatic improvements in the environmental performance of Xerox products and facilities. We are proud of our record of progress.

Waste-Free Products

It starts with a commitment to do better . . . and Xerox has made impressive progress. Each new generation of our products offers more functionality, uses fewer materials and hazardous substances, and less energy.

• Today's products use up to 80 percent less energy than 1990 products. Emissions of ozone and dust have been reduced by more than 50 percent.

• Each year, energy-efficient product features enable our customers to save more than one million megawatt hours of electricity. These energy savings translate into significant reductions in emissions of carbon dioxide, a gas that contributes to global climate change.

• Design strategies maximize our ability to remanufacture products and reuse and recycle parts, conserving both raw materials and energy. In 2002, we kept 143 million pounds of waste out of landfills that way.
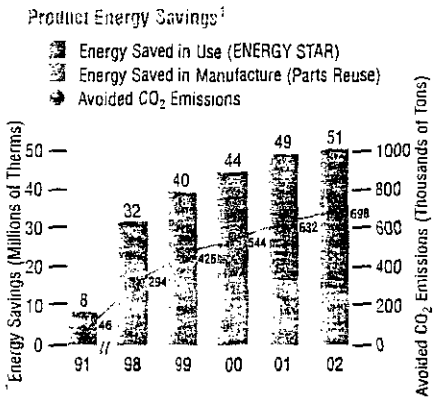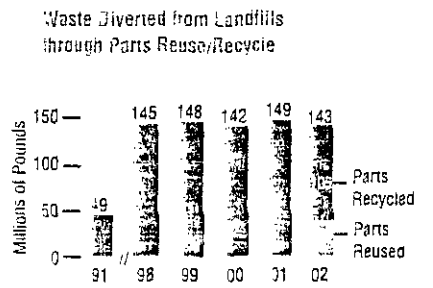
Waste-Free Facilities

Eliminating factory waste is both environmentally and economically sound. It's the way Xerox does business. We have consistently achieved reductions in our emissions to air and water and improvements in our recycling rates. Some examples:

• Air emissions from our supplies manufacturing operations — our most chemically intensive — have been reduced by 92 percent since 1991.

• In 2002, our non-hazardous solid waste recycling rate increased to 92 percent.

• Ninety-seven percent of hazardous waste was beneficially managed in 2002 through treatment, recycling, or use as fuel.
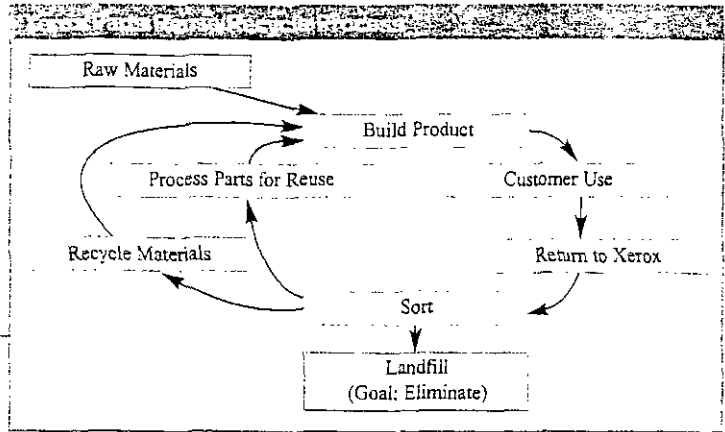
ISO 14001-certified environmental management systems will guide Xerox manufacturing operations in achieving further environmental advances.

Product Energy Savings[1]

- Energy Saved in Use (ENERGY STAR)
- Energy Saved in Manufacture (Parts Reuse)
- → Avoided CO_2 Emissions

Waste Diverted from Landfills through Parts Reuse/Recycle

- Parts Recycled
- Parts Reused

Note: Data cover the remanufacture and reuse/recycle of Xerox equipment and parts at Xerox facilities and those of our contract office equipment manufacturer, Flextronics.

[1] Energy savings from parts reuse represent the difference in energy required to build new and reused parts, assuming an average machine composition of 60 percent plastic and 40 percent steel. Material life cycle data were obtained from Franklin Associates, Ltd. Annual energy savings from ENERGY STAR features are calculated by comparing the annual energy consumption of Xerox ENERGY STAR-qualified product types to non-ENERGY STAR counterparts. Savings are aggregated across the estimated number of Xerox ENERGY STAR-qualified machines in customer locations worldwide. Energy reductions are translated into avoided CO_2 emissions using U.S. Environmental Protection Agency, U.S. Department of Energy, and International Energy Agency conversion factors.

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┌─────────────────────────────────────────────────────┐
│   ┌──────────────┐                                    │
│   │ Raw Materials │                                   │
│   └──────────────┘        ┌──────────────┐            │
│                           │ Build Product │            │
│        Process Parts for Reuse         Customer Use   │
│                                                        │
│    Recycle Materials                  Return to Xerox │
│                                                        │
│                        Sort                            │
│                         ↓                              │
│                   ┌──────────────┐                     │
│                   │   Landfill    │                    │
│                   │(Goal: Eliminate)│                  │
│                   └──────────────┘                     │
└─────────────────────────────────────────────────────┘
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Waste-Free Workplaces

Our concern for the environment is not unique. Xerox customers are just as aware of the benefits of environmentally friendly practices. Our goal is to help them achieve Waste-Free Workplaces.

Xerox has developed the industry's most comprehensive supplies return program. We collect and reprocess spent print/copy cartridges and waste toner from Xerox printers, copiers, and multifunction systems. Because of our return initiatives, customers were able to recycle more than 18 million pounds of supplies that might otherwise have gone to landfill in 2002.

Smart use of paper is the hallmark of an eco-efficient office. Xerox enables this through reliable two-sided printing and copying, and papers with up to 100 percent post-consumer recycled content. In addition, new requirements we have established for our paper suppliers will ensure that Xerox papers are derived from sustainably managed forests and continue to be an environmentally responsible choice for customers.

Introducing Our New Green Machine

Pollution prevention can be a serious problem for the commercial printing industry. But Xerox's new DocuColor iGen3 Digital Production Press offers a promising alternative for short-run color printing. Compared to traditional offset printing, the DocuColor iGen3 uses non-toxic dry inks with a transfer efficiency of nearly 100 percent, reducing the potential for waste. Up to 97 percent of the machine's parts and 80 percent of the waste it generates can be reused or recycled, and dust and ozone emissions are strictly controlled. Finally, its digital technology changes printing economics to favor just-in-time, right-size print runs.
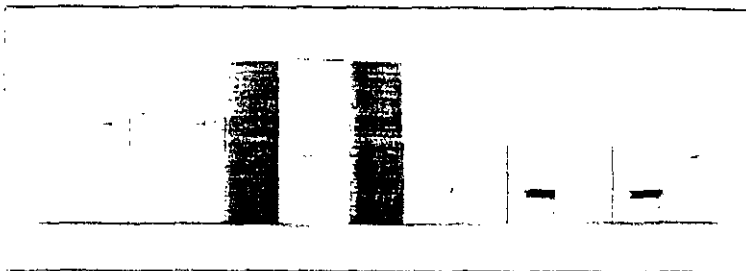
Non-Hazardous Solid Waste Recycle Rate:
All Facilities

Percentage Recycled	95	98	99	00	01	02
	78%	87%	87%	80%	90%	92%
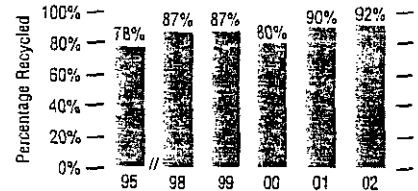
Environmental responsibility is a core commitment at Xerox. Wise use of natural resources and conservation of energy are important considerations throughout the life cycle of our products, from design and manufacture ...

DocuColor iGen3 Digital Production Press

The following environmental, health. and safety materials are available from the Xerox contacts listed at right or the Internet: www.xerox.com/environment.

Xerox Environment, Health, and Safety Progress Reports, 2000-2003

Material Safety Data Sheets

Product Safety Data Sheets

Business Guide to Waste Reduction and Recycling

Brochures:
- *Because We Can't Remanufacture the Earth*
- *Environment, Health, and Safety: A Record of Progress*
- *Facts About the Safety of Xerox Products*
- *Facts About Ozone*
- *Protecting our Planet is a Group Project: Join In*

The 2002 Xerox annual report and information about corporate commitments to social responsibility and diversity are available from **www.xerox.com.**

For more information about Xerox's environmental. health, and safety programs, please contact:

Xerox North America Environment, Health, and Safety
Xerox Corporation
800 Phillips Road, Bldg. 205-99F
Webster, New York 14580 U.S.A.
Telephone: (800) 828-6571
TTY: (866) 375-4134
E-mail: xerox.ehs@mc.usa.xerox.com

Xerox Europe Environment, Health, and Safety
Bessemer Road
Welwyn Garden City
Hertfordshire AL7 1HE
England
Telephone: 44 1707 353434
E-mail: Elaine.Grange@gbr.xerox.com

Xerox Corporation is committed to the protection of the environment and the health and safety of its employees, customers and neighbors. This commitment is applied worldwide. The following principles shall govern all business practices in the design, manufacture, procurement, marketing, distribution, maintenance, reuse/recycling, and disposal of products and related services:

- Protection of the environment and the health and safety of Xerox employees, customers, and neighbors from unacceptable risks takes priority over economic considerations and will not be compromised.

- Xerox operations must be conducted in a manner that safeguards health, protects the environment, conserves valuable materials and resources, and minimizes risk of asset losses.

- Xerox is committed to designing, manufacturing, distributing, and marketing products and processes to optimize resource utilization and minimize environmental impact.

- All Xerox operations and products are, at a minimum, in full compliance with applicable governmental requirements and Xerox standards.

- Xerox is dedicated to continuous improvement of its performance in environment, health, and safety.

our commitment to environmentally sustainable development
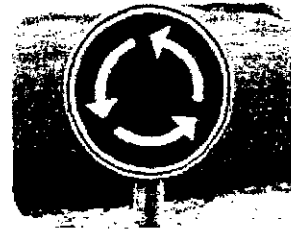
Many of today's global environmental challenges are the result of unsustainable levels of production, consumption and development around the world. At HP, we believe that environmentally sustainable development is not an option, but an imperative. HP works toward a sustainable future by developing programs that reduce our environmental footprint, as well as those of our customers and partners. Our vision is to develop products and solutions, and operate our business in such a way that we eventually make a positive impact on the environment, and lead global businesses toward a sustainable future.

product innovation

As a manufacturer, our most significant environmental opportunity will be through the design, production and use of our products. We began our Design-for-Environment program in 1992 with the goal of minimizing the environmental impact of HP products throughout their lifecycle. Today, we have a network of "product stewards" who work across our product teams to design and produce environmentally sustainable products. We also engage in:

Materials innovation. In an effort to do more with less material, HP is innovating new ways to "dematerialize" our products and packaging. Additionally, we pursue ways to "design in" materials that are biodegradable or can be recycled. We are ranking the types and quantities of materials used in our products in terms of environmental impact, and are working to systematically replace certain materials with better alternatives.

Energy efficiency. HP is working to improve the energy efficiency of our products, using technology to develop energy-efficient solutions across our product lines. We offer many products that comply with globally recognized eco-labels such as ENERGY STAR, TCO and Blue Angel.

End-of-life solutions. In addition to providing return and recycling services for our products, HP offers pickup, transport, evaluation and recycling services for hardware products from any manufacturer. These programs, available in many countries, create reliable streams of recycled materials, keep hardware out of landfills, and will eventually enable closed-loop manufacturing processes.

environmentally sound operations

HP was one of the first global businesses to implement a comprehensive environmental management system (EMS). HP's EMS drives performance in all facets of our operations. Our management team is committed to improving our environmental performance, and, to that end, has created systems and audit processes to ensure that our facilities and operations incorporate waste minimization, energy conservation and recycling programs. HP was also one of the first businesses to achieve a company-wide ISO14001 certification for our worldwide manufacturing operations.

As a global manufacturer of many products, we manage a complex supply chain that includes contracted production partners. We are establishing systems that ensure our suppliers and contractors adhere to a high standard of environmental performance. This starts with a clear code of conduct, and includes adhering to extensive environmental specifications for our products.

Our strategy is threefold:

- To increase resource efficiency throughout the entire product lifecycle, through our Design-for-Environment program
- To develop and promote innovative technologies that leverage renewable resources
- To develop new business models that deliver greater value to customers while minimizing environmental impact.

new models of engagement

In addition to focusing on our own products and operations, we believe that, as a global technology company, we can contribute to sustainable development around the world by engaging with third parties in new ways. To that end, we are:

Providing a foundation for environmentally sound practices. Many of our customers are other businesses. We help them meet their own environmental goals by providing takeback and recycling services, managed print services and environmentally sound products.

Defining new collaboration models in developing countries. We believe technology can help developing countries potentially avoid some of the environmental degradation caused in the past by unmanaged development. Our e-Inclusion initiatives provide a new model for engaging with communities to create locally appropriate technology solutions that help countries develop economically, in culturally and environmentally sustainable ways.

Forging new partnerships. In addition to engaging with governments and the private sector, we are focused on building new kinds of partnerships with NGOs, communities and other stakeholders to move our industry and others toward sustainability.

Inventing for a sustainable world. As a leader in corporate citizenship, HP has a responsibility to deliver technologies, products and services that minimize not only our environmental footprint, but also those of our customers. As a leader in sustainable development, we recognize our unique opportunity to develop innovative technologies that can contribute solutions to the global environmental challenges we all face.

privacy statement   using this site means you accept its terms   feedback to webmaster

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A RESOLUTION AUTHORIZING
THE CITY MANAGER TO NEGOTIATE AND EXECUTE A CONTRACT WITH MUNICIPAL SOFTWARE CORPORATION FOR PROFESSIONAL SERVICES TO PROVIDE, INSTALL, AND LICENSE COMPUTER SOFTWARE FOR AN INTEGRATED PERMIT, ENFORCEMENT, AND RECORDS TRACKING SYSTEM (PERTS) IN AN AMOUNT NOT TO EXCEED SEVEN HUNDRED EIGHTY THOUSAND DOLLARS ($780,000.00)
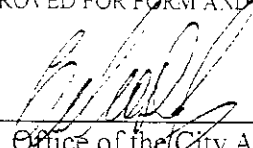
S. 1
FINANCE & MANAGEMENT CMTE.

JAN 1 3 2004

INTRODUCED BY

APPROVED FOR FORM AND LEGALITY

_____

Member of the City Council

Office of the City Attorney

RESOLUTION No. _____ C.M.S.

A RESOLUTION AUTHORIZING
THE CITY MANAGER TO NEGOTIATE AND EXECUTE A CONTRACT WITH MUNICIPAL SOFTWARE CORPORATION FOR PROFESSIONAL SERVICES TO PROVIDE, INSTALL, AND LICENSE COMPUTER SOFTWARE FOR AN INTEGRATED PERMIT, ENFORCEMENT, AND RECORDS TRACKING SYSTEM (PERTS) IN AN AMOUNT NOT TO EXCEED SEVEN HUNDRED EIGHTY THOUSAND DOLLARS ($780,000.00)

WHEREAS, the Council of the City of Oakland determined in the FY 2001/03 Capital Improvement Budget that the Community and Economic Development Agency (CEDA) had a critical need for a Permit, Enforcement, and Records Tracking System (PERTS) to replace and upgrade the automation of its regulatory functions and so allocated the funding for said PERTS in the Technology Project section; and

WHEREAS, the Information Technology Division (IT) of the Finance and Management Agency (FMA) and the Community and Economic Development Agency (CEDA) subsequently issued and publicly advertised in July 2002 a Request For Proposal (RFP) for qualified bidders to provide, install, and license computer software for said PERTS; and

WHEREAS, IT and CEDA thoroughly evaluated the submittals received from bidders in accordance with criteria established in the RFP; and

WHEREAS, following said evaluation of the RFP submittals, IT and CEDA made a recommendation that the City Council authorize the negotiation and execution of a professional services contract with the Municipal Software Corporation in an "Agenda Report" dated December 9, 2003, to Deborah Edgerly, City Manager, entitled, "A Report For The Purchase And Installation Of Computer Hardware And Software And Professional Services For An Integrated Permit, Enforcement, and Records Tracking System (PERTS) For A Total Amount Not To Exceed Four Million Dollars ($4,000,000)"; and

WHEREAS, the Council of the City of Oakland periodically authorizes the City Manager to negotiated and execute contracts for technology- based professional services; and
WHEREAS, the City Council finds that the support services are professional, scientific, or technical; and

WHEREAS, the City Council finds that the services are temporary in nature: and

WHEREAS, the City Council finds and determines that the performance of this contract shall not result in the loss of employment or salary by any person having permanent status in the competitive services; and

WHEREAS, the City Council finds that the support services are exempt from competitive bidding pursuant to Section 2.04.050.I of the Oakland Municipal Code; now, therefore, be it

RESOLVED, that the Council of the City of Oakland does hereby authorize the City Manager or his or her designee to negotiate and execute a professional services agreement with Municipal Software Corporation to provide, install, and license computer software for an integrated Permit, Enforcement, and Records Tracking System (PERTS) in an amount not to exceed Seven Hundred Eighty Thousand Dollars ($780,000.00); and be it

FURTHER RESOLVED, that the Council of the City of Oakland does hereby authorize the City Manager or his or her designee to fund expenditures for said agreement with a combination of appropriations from a re-allocation of unspent of technology project appropriations, approved as part of the FY 01/03 Capital Improvement Program for CEDA, and from an appropriation of supplemental revenue in a new CEDA project from a new Technology service fee and from the increase in the collection of an existing Records Management service fee assessed by the Building Services Division of CEDA, and, as an alternative source of funding, from a financing agreement with Xerox Global Services.

IN COUNCIL, OAKLAND, CALIFORNIA,

PASSED BY THE FOLLOWING VOTE:

AYES: BRUNNER, CHANG, BROOKS, NADEL, REID, QUAN, WAN, AND PRESIDENT DE LA FUENTE

NOES:

ABSENT:

ABSTENTION:

ATTEST: _____

CEDA FLOYD
City Clerk and Clerk of the Council
of the City of Oakland, California

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FINANCE & MANAGEMENT CMTE.
JAN 1 3 2004

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A RESOLUTION AUTHORIZING
THE CITY MANAGER TO NEGOTIATE AND EXECUTE A CONTRACT WITH XEROX GLOBAL SERVICES CORPORATION FOR PROFESSIONAL SERVICES TO PROVIDE, INSTALL, AND LICENSE COMPUTER SOFTWARE AND HARDWARE FOR AN INTEGRATED PERMIT, ENFORCEMENT, AND RECORDS TRACKING SYSTEM (PERTS) IN AN AMOUNT NOT TO EXCEED TWO MILLION EIGHT HUNDRED TWENTY THOUSAND DOLLARS ($2,820,000.00)
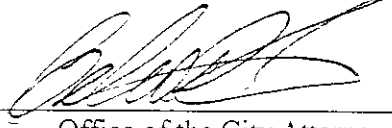
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FINANCE & MANAGEMENT CMTE.
JAN 1 3 2004

INTRODUCED BY

APPROVED FOR FORM AND LEGALITY

_____
Member of the City Council

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Office of the City Attorney

RESOLUTION No. _____ C.M.S.

A RESOLUTION AUTHORIZING
THE CITY MANAGER TO NEGOTIATE AND EXECUTE A CONTRACT WITH XEROX GLOBAL SERVICES CORPORATION FOR PROFESSIONAL SERVICES TO PROVIDE, INSTALL, AND LICENSE COMPUTER SOFTWARE AND HARDWARE FOR AN INTEGRATED PERMIT, ENFORCEMENT, AND RECORDS TRACKING SYSTEM (PERTS) IN AN AMOUNT NOT TO EXCEED TWO MILLION EIGHT HUNDRED TWENTY THOUSAND DOLLARS ($2,820,000.00)

WHEREAS, the Council of the City of Oakland determined in the FY 2001/03 Capital Improvement Budget that the Community and Economic Development Agency (CEDA) had a critical need for a Permit, Enforcement, and Records Tracking System (PERTS) to replace and upgrade the automation of its regulatory functions and so allocated the funding for said PERTS in the Technology Project section; and

WHEREAS, the Information Technology Division (IT) of the Finance and Management Agency (FMA) and the Community and Economic Development Agency (CEDA) subsequently issued and publicly advertised in September 2002 a Request For Proposal RFP) for qualified bidders to provide, install, and license computer software and hardware for said PERTS; and

WHEREAS, IT and CEDA thoroughly evaluated the submittals received from bidders in accordance with criteria established in the RFP; and

WHEREAS, following said evaluation of the RFP submittals, IT and CEDA made a recommendation that the City Council authorize the negotiation and execution of a professional services contract with the Xerox Global Services Corporation in an "Agenda Report" dated December 9, 2003, to Deborah Edgerly, City Manager, entitled, "A Report For The Purchase And Installation Of Computer Hardware And Software And Professional Services For An Integrated Permit, Enforcement, and Records Tracking System (PERTS) For A Total Amount Not To Exceed Four Million Dollars (S4,000,000)"; and

WHEREAS, the Council of the City of Oakland periodically authorizes the City Manager to negotiated and execute contracts for technology- based professional services;

WHEREAS, the City Council finds that the support services are professional, scientific, or technical; and

WHEREAS, the City Council finds that the services are temporary in nature; and

WHEREAS, the City Council finds and determines that the performance of this contract shall not result in the loss of employment or salary by any person having permanent status in the competitive services; and

WHEREAS, the City Council finds that the support services are exempt from competitive bidding pursuant to Section 2.04.050.I of the Oakland Municipal Code; now, therefore, be it

RESOLVED, that the Council of the City of Oakland does authorize the City Manager or his or her designee to negotiate and execute a professional services agreement with Xerox Global Services Corporation to provide, install, and license computer software and hardware for an integrated Permit, Enforcement, and Records Tracking System (PERTS) in an amount not to exceed Two Million Eight Hundred Twenty Thousand Dollars ($2,820,000.00); and be it

FURTHER RESOLVED, that the Council of the City of Oakland does hereby authorize the City Manager or his or her designee to fund expenditures for said agreement with a combination of appropriations from a re-allocation of unspent of technology project appropriations, approved as part of the FY 01/03 Capital Improvement Program for CEDA, and from an appropriation of supplemental revenue in a new CEDA project from a new Technology service fee and from the increase in the collection of an existing Records Management service fee assessed by the Building Services Division of CEDA, and, as an alternative source of funding, from a financing agreement with Xerox Global Services.

IN COUNCIL, OAKLAND, CALIFORNIA,

PASSED BY THE FOLLOWING VOTE:

AYES: BRUNNER, CHANG, BROOKS, NADEL, REID, QUAN, WAN,
        AND PRESIDENT DE LA FUENTE

NOES:

ABSENT:

ABSTENTION:

ATTEST: _____
                      CEDA FLOYD
            City Clerk and Clerk of the Council
            of the City of Oakland, California

S.2

FINANCE & MANAGEMENT CMTE.

JAN 1 3 2004

A RESOLUTION AUTHORIZING
THE CITY MANAGER TO AMEND THE PROFESSIONAL SERVICES
AGREEMENTS WITH MUNICIPAL SOFTWARE CORPORATION AND XEROX
GLOBAL SERVICES CORPORATION FOR CHANGES IN SCOPE-OF-WORK NOT
TO EXCEED A COMBINED AGGREGATE CONTRACT AMOUNT OF THREE
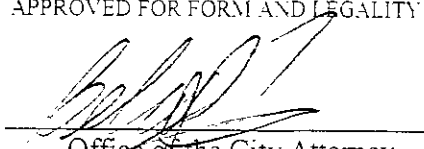MILLION SIX HUNDRED THOUSAND DOLLARS ($3,600,000)

S.3
FINANCE & MANAGEMENT CMTE.
JAN 1 3 2004

INTRODUCED BY

APPROVED FOR FORM AND LEGALITY

_____
Member of the City Council

_____
Office of the City Attorney

RESOLUTION No. _____ C.M.S.

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A RESOLUTION AUTHORIZING
THE CITY MANAGER TO AMEND THE PROFESSIONAL SERVICES
AGREEMENTS WITH MUNICIPAL SOFTWARE CORPORATION AND XEROX
GLOBAL SERVICES CORPORATION FOR CHANGES IN SCOPE-OF-WORK NOT
TO EXCEED A COMBINED AGGREGATE CONTRACT AMOUNT OF THREE
MILLION SIX HUNDRED THOUSAND DOLLARS ($3,600,000)

WHEREAS, the Council of the City of Oakland determined in the FY 2001/03 Capital Improvement Budget that the Community and Economic Development Agency (CEDA) had a critical need for a Permit, Enforcement, and Records Tracking System (PERTS) to replace and upgrade the automation of its regulatory functions and so allocated the funding for said PERTS in the Technology Project section; and

WHEREAS, the Information Technology Division (IT) of the finance and Management Agency (FMA) and the Community and Economic Development Agency (CEDA) subsequently issued and publicly advertised in September 2002 a Request For Proposal RFP) for qualified bidders to provide, install, and license computer software and hardware for said PERTS; and

WHEREAS, IT and CEDA thoroughly evaluated the submittals received from bidders in accordance with criteria established in the RFP; and

WHEREAS, following said evaluation of the RFP submittals. IT and CEDA made a recommendation that the City Council authorize the negotiation and execution of a professional services contract with the Xerox Global Services Corporation in an "Agenda Report" dated December 9, 2003, to Deborah Edgerly, City Manager, entitled, "A Report For The Purchase And Installation Of Computer Hardware And Software And Professional Services For An Integrated Permit, Enforcement, and Records Tracking System (PERTS) For A Total Amount Not To Exceed Four Million Dollars ($4,000,000)" ; and

WHEREAS, the Council of the City of Oakland has authorized the City Manager to negotiate and execute contracts for technology- based professional services with Municipal Software Corporation and with Xerox Global Services Corporation; and

WHEREAS, the City Council finds that the support services are professional, scientific, or technical; and

WHEREAS, the City Council finds that the services are temporary in nature; and

WHEREAS, the City Council finds and determines that the performance of this contract shall not result in the loss of employment or salary by any person having permanent status in the competitive services; and

WHEREAS, the City Council finds that the support services are exempt from competitive bidding pursuant to Section 2.04.050.I of the Oakland Municipal Code; now, therefore, be it

RESOLVED, that the Council of the City of Oakland hereby authorizes the City Manager or his or her designee to approve any subsequent amendments to or extensions of said agreements with Municipal Software Corporation and Xerox Global Services Corporation for so long as the combined aggregate cost of said agreements does not exceed Three Million Six Hundred Thousand Dollars ($3,600,000); and be it

FURTHER RESOLVED, that such amendments to or extensions of said agreement shall be reviewed and approved by the Office of the City Attorney and shall be filed with the Office of the City Clerk.

IN COUNCIL, OAKLAND, CALIFORNIA,

PASSED BY THE FOLLOWING VOTE:

AYES: BRUNNER, CHANG, BROOKS, NADEL, REID, QUAN, WAN,
              AND PRESIDENT DE LA FUENTE

NOES:

ABSENT:

ABSTENTION:

ATTEST: _____
                              CEDA FLOYD
                    City Clerk and Clerk of the Council
                    of the City of Oakland, California

5.3

FINANCE & MANAGEMENT CMTE.
JAN 1 3 2004

Deborah Edgerly
December 9, 2003

A RESOLUTION AUTHORIZING
THE CITY MANAGER TO APPROPRIATE EXPECTED ADDITIONAL REVENUE OF
NINE HUNDRED TEN THOUSAND DOLLARS ($910,000)TO A NEW CEDA PROJECT
FUND FROM A NEW TECHNOLOGY ENHANCEMENT SERVICE FEE AND FROM
THE INCREASE IN THE COLLECTION OF AN EXISTING RECORDS
MANAGEMENT SERVICE FEE ASSESSED BY THE COMMUNITY AND ECONOMIC
DEVELOPMENT AGENCY, AND TO INCREASE THE FY 03/ 05 EXPENDITURE
BUDGET OF THE BUILDING SERVICES DIVISION FOR THE PERMIT,
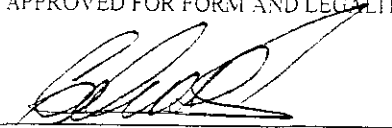ENFORCEMENT, AND RECORDS TRACKING SYSTEM (PERTS)

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FINANCE & MANAGEMENT CMTE.
JAN 1 3 2004

INTRODUCED BY

APPROVED FOR FORM AND LEGALITY

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Member of the City Council

Office of the City Attorney

RESOLUTION No. _____ C.M.S.

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A RESOLUTION AUTHORIZING
THE CITY MANAGER TO APPROPRIATE ANNUAL EXPECTED REVENUE OF NINE HUNDRED TEN THOUSAND DOLLARS ($910,000) TO A NEW CEDA PROJECT FROM A NEW TECHNOLOGY SERVICE FEE AND FROM THE INCREASE IN THE COLLECTION OF AN EXISTING RECORDS MANAGEMENT SERVICE FEE ASSESSED BY THE COMMUNITY AND ECONOMIC DEVELOPMENT AGENCY, AND TO INCREASE THE FY 03/ 05 EXPENDITURE BUDGET OF THE BUILDING SERVICES DIVISION FOR THE PERMIT, ENFORCEMENT, AND RECORDS TRACKING SYSTEM (PERTS)

WHEREAS, the Council of the City of Oakland determined in the FY 2001/03 Capital Improvement Budget that the Community and Economic Development Agency (CEDA) had a critical need for a Permit, Enforcement, and Records Tracking System (PERTS) to replace and upgrade the automation of its regulatory functions and so allocated the funding for said PERTS in the Technology Project section; and

WHEREAS, the Information Technology Division (IT) of the Finance and Management Agency (FMA) and the Community and Economic Development Agency (CEDA) subsequently issued and publicly advertised in July and September 2002 two Requests For Proposal (RFP) for qualified bidders to provide, install, and license computer software and hardware for said PERTS; and

WHEREAS, IT and CEDA thoroughly evaluated the submittals received from bidders in accordance with criteria established in the two RFPs; and

WHEREAS, following said evaluation of the RFP submittals. IT and CEDA made a recommendation that the City Council amended the Master Fee Schedule and established a Technology service fee to be assessed by the Building Services Division of CEDA in an

"Agenda Report" dated December 9, 2003, to Deborah Edgerly, City Manager, entitled, " A Report For The Purchase And Installation Of Computer Hardware And Software And Professional Services For An Integrated Permit, Enforcement, and Records Tracking System (PERTS). For A Total Amount Not To Exceed Four Million Dollars (S4,000,000)"; now, therefore, be it

RESOLVED, that the Council of the City of Oakland does hereby authorize the City Manager or his or her designee to appropriate expected annual revenue of nine hundred ten thousand dollars (S910,000) to a new CEDA project from a new Technology service fee and from the increase in the collection of an existing Records Management service fee assessed by the Building Services Division of CEDA to fund PERTS expenditures; and be it

FURTHER RESOLVED, that said appropriation shall increase the FY 03/ 05 expenditure budget of the Building Services Division to fund PERTS with the increased appropriation of the funds in said new project.

IN COUNCIL, OAKLAND, CALIFORNIA,

PASSED BY THE FOLLOWING VOTE:

AYES: BRUNNER, CHANG, BROOKS, NADEL, REID, QUAN, WAN,
                    AND PRESIDENT DE LA FUENTE

NOES:

ABSENT:

ABSTENTION:

ATTEST: _____
                            CEDA FLOYD
                            City Clerk and Clerk of the Council
                            of the City of Oakland, California

S.4

FINANCE & MANAGEMENT CMTE.

JAN 1 3 2004

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A RESOLUTION AUTHORIZING
THE CITY MANAGER TO APPROPRIATE THREE HUNDRED THOUSAND DOLLARS ($300.000) TO UPGRADE THE SUN/ UNIX SERVER, AND TO ESTABLISH A SERVICE LEVEL AGREEMENT BETWEEN THE INFORMATION TECHNOLOGY DIVISION (IT) OF THE FINANCE AND MANAGEMENT AGENCY AND THE COMMUNITY AND ECONOMIC DEVELOPMENT AGENCY TO SUPPORT THE INTEGRATED PERMIT, ENFORCEMENT, AND RECORDS TRACKING SYSTEM (PERTS)

INTRODUCED BY

APPROVED FOR FORM AND LEGALITY

_____
Member of the City Council

_____
Office of the City Attorney

RESOLUTION No. _____ C.M.S.

==

A RESOLUTION AUTHORIZING
THE CITY MANAGER TO APPROPRIATE THREE HUNDRED THOUSAND DOLLARS ($300,000) TO UPGRADE THE SUN/ UNIX SERVER, AND TO ESTABLISH A SERVICE LEVEL AGREEMENT BETWEEN THE INFORMATION TECHNOLOGY DIVISION (IT) OF THE FINANCE AND MANAGEMENT AGENCY AND THE COMMUNITY AND ECONOMIC DEVELOPMENT AGENCY TO SUPPORT THE INTEGRATED PERMIT, ENFORCEMENT, AND RECORDS TRACKING SYSTEM (PERTS)
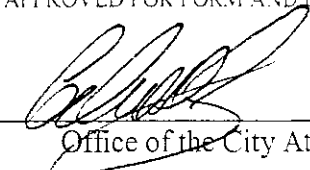

WHEREAS, the Council of the City of Oakland determined in the FY 2001/03 Capital Improvement Budget that the Community and Economic Development Agency (CEDA) had a critical need for a Permit, Enforcement, and Records Tracking System (PERTS) to replace and upgrade the automation of its regulatory functions and so allocated the funding for said PERTS in the Technology Project section; and

WHEREAS, the Information Technology Division (IT) of the Finance and Management Agency (FMA) and the Community and Economic Development Agency (CEDA) subsequently issued and publicly advertised in July and September 2002 two Requests For Proposal (RFP) for qualified bidders to provide, install, and license computer software and hardware for said PERTS; and

WHEREAS, IT and CEDA thoroughly evaluated the submittals received from bidders in accordance with criteria established in the two RFPs; and

WHEREAS, following said evaluation of the RFP submittals. IT and CEDA made a recommendation that the City Council authorize the appropriation of $300.000 for an upgrade of the city's Sun/ Unix server to support PERTS and the establishment between IT and CEDA of a

five-year Service Level Agreement in an "Agenda Report" dated December 9, 2003, to Deborah Edgerly, City Manager, entitled, " A Report For The Purchase And Installation Of Computer Hardware And Software And Professional Services For An Integrated Permit, Enforcement, and Records Tracking System (PERTS), For A Total Amount Not To Exceed Four Million Dollars ($4,000,000)"; now, therefore, be it

RESOLVED, that the Council of the City of Oakland does hereby authorize the City Manager or his or her designee to upgrade the city's Sun/ Unix server to support PERTS, as detailed in Attachment 1, with an appropriation of not more than three hundred thousand dollars ($300,000) from with a combination of appropriations from a re-allocation of unspent of technology project appropriations, approved as part of the FY 01/03 Capital Improvement Program for CEDA, and from an appropriation of supplemental revenue in a new CEDA project from a new Technology service fee and from the increase in the collection of an existing Records Management service fee assessed by the Building Services Division of CEDA, and, as an alternative source of funding, from a financing agreement with Xerox Global Services; and be it

FURTHER RESOLVED, that the Council of the City of Oakland does hereby authorize the establishment of a Service Level Agreement between the Information Technology Division of FMA and the Building Services Division of CEDA to support PERTS for not less than five fiscal years and for no additional cost to or appropriation from CEDA.

IN COUNCIL, OAKLAND, CALIFORNIA,

PASSED BY THE FOLLOWING VOTE:

AYES: BRUNNER, CHANG, BROOKS, NADEL, REID, QUAN, WAN,
               AND PRESIDENT DE LA FUENTE

NOES:

ABSENT:

ABSTENTION:

ATTEST: _____
                         CEDA FLOYD
            City Clerk and Clerk of the Council
               of the City of Oakland, California

Attachment 1

Proposed Sun/ Unix Hardware For PERTS

Part Number	Description	Qty
	EDMS Production Documentum Application Server Parts	
X4575A	Hot Swap PCI Assembly for Sun Fire 15k includes 4 Standard PCI slots,2 running at 66mhz and 2 at 33mhz, in 4 cassettes	1
SG-XPCI2FC-QF2	Sun StorEdge 2Gb PCI dual fibre channel network adapter, 200MB/s per channel with optical interface	2
XCPUBD-442-1200	Uniboard bundle with 4 CPUs running at 1.2GHz, 4x8MB Ecache 4 banks of 2GB memory options (16 x 512MB DIMMs, 8GB total for the board). For use with the Sun Fire 3800. 4800, 4810, 6800, 12K and 15K.	1
XTA3510R01A2R1752	Order X311L Separately - 3510 Fibre Channel ArrayRack Ready 1752 GB 12 x 146 Gbyte 10K RPM disks w 2 FC AL HW RAID controller 1GB std cache per controller 2 AC power supplies and Sun StorEdge Configuration Service standard configuration	2
X9724A	15 meter LC to SC fibre channel optic cable	4
X311L	North American/Asian Power Cord	2
XTA-3310-RK-19L	Rack Kit, 2U, 19Cab 28-364 post - contains side brackets and rear brackets.	1
ARRAY-INS-PER-TRAY	Sun StorEdge ArrayStart installation service Per-Tray Charge. ArrayStart Base Charge plus Per-Tray Charge provides hardware and software installation and configuration of Sun StorEdge Arrays. Order 1 ARRAY-INS-PER-TRAY part number for each disk tray to be installed.	1
	EDMS Production Oracle Database Domain	
X1150A	Gigabit Ethernet Network interface card for high performance Cat 5 UTP and PCI applications with full IEEE 802.3 compliance	2
X2222A	PCI adapter with 2 fast ethernet interfaces and 2 SCSI interfaces	2
X4575A	Hot Swap PCI Assembly for Sun Fire 15k includes 4 Standard PCI slots,2 running at 66mhz and 2 at 33mhz, in 4 cassettes	2
X6768A	Sun StorEdge 2gb PCI dual fibre channel network adapter,200 mb per channel with optical interface	2
SG-XPCI2FC-QF2	Sun StorEdge 2Gb PCI dual fibre channel network adapter, 200MB/s per channel with optical interface	2
XCPUBD-442-1200	Uniboard bundle with 4 CPUs running at 1.2GHz, 4x8MB Ecache 4 banks of 2GB memory options (16 x 512MB DIMMs, 8GB total for the board). For use with the Sun Fire 3800, 4800, 4810, 6800, 12K and 15K.	1
XCPUBD-222-1200	Uniboard bundle Incl. 2 CPUs running at 1.2 GHz,2x8MB Ecache,2 banks of 2GB mem opts-8 x 512MB DIMMs,4GB ttl for the board.For use with the Sun Fire 3800, 4800, 4810, 6800, 12K and 15K.	1
XTA3510R01A2S436	Order X311L Separately - 3510 Fibre Channel Array,Rack Ready,436GB -12x36.4GB 15K RPM disks-,w-2 FC-AL HW RAID controller,1GB std cache per contr.,2 AC power supplies. Sun StorEdge Config Svc.	1
NS-XDSKS1-236GAC	Rackmountable thin StorEdge S1 array 1U high, 2x36gb disk array, 10krmp hot swap drives, Ultra2 3 SCSI to host, AC powered,standard configuration	2
X6919A	19in Rack mount kit standard 19 fixed front or center mount brackets. and sliding rail mount rack kit (for extra set-up)	2
X3831A	10-meter cable kit, 68-pin SCSI to VHDC (Dual-channel differential PCI)	2
X9724A	15 meter LC to SC fibre channel optic cable	4
X311L	North American/Asian Power Cord	4
XTA-3310-RK-19L	Rack Kit, 2U, 19Cab 28-364 post - contains side brackets and rear brackets.	2
ARRAY-INS-BASE2	ARRAYSTART BASE CHARGE installation service Base Charge. ArrayStart Base Charge plus Per-Tray Charge provides hardware and software installation and configuration of Sun StorEdge Arrays.	1
ARRAY-INS-PER-TRAY	Sun StorEdge ArrayStart installation service Per-Tray Charge. ArrayStart Base Charge plus Per-Tray Charge provides hardware and software installation and configuration of Sun StorEdge Arrays. Order 1 ARRAY-INS-PER-TRAY part number for each disk tray to be installed.	2

	EDMS Test App Server Parts	
X4575A	Hot Swap PCI Assembly for Sun Fire 15k includes 4 Standard PCI slots,2 running at 66mhz and 2 at 33mhz, in 4 cassettes	1
SG-XPCI2FC-QF2	Sun StorEdge 2Gb PCI dual fibre channel network adapter, 200MB/s per channel with optical interface	2
XCPUBD-222-1200	Uniboard bundle Incl. 2 CPUs running at 1.2 GHz,2x8MB Ecache,2 banks of 2GB mem opts-8 x 512MB DIMMs,4GB ttl for the board.For use with the Sun Fire 3800, 4800, 4810, 6800, 12K and 15K.	1
XTA3510R01A2R1752	Order X311L Separately - 3510 Fibre Channel ArrayRack Ready 1752 GB 12 x 146 Gbyte 10K RPM disks w 2 FC AL HW RAID controller 1GB std cache per controller 2 AC power supplies and Sun StorEdge Configuration Service standard configuration	1
X9724A	15 meter LC to SC fibre channel optic cable	2
X311L	North American/Asian Power Cord	2
XTA-3310-RK-19L	Rack Kit, 2U, 19Cab 28-364 post - contains side brackets and rear brackets.	1
ARRAY-INS-PER-TRAY	Sun StorEdge ArrayStart installation service Per-Tray Charge. ArrayStart Base Charge plus Per-Tray Charge provides hardware and software installation and configuration of Sun StorEdge Arrays. Order 1 ARRAY-INS-PER-TRAY part number for each disk tray to be installed.	1
	EDMS Test App Server Parts	
X4575A	Hot Swap PCI Assembly for Sun Fire 15k includes 4 Standard PCI slots,2 running at 66mhz and 2 at 33mhz, in 4 cassettes	1
SG-XPCI2FC-QF2	Sun StorEdge 2Gb PCI dual fibre channel network adapter, 200MB/s per channel with optical interface	2
XCPUBD-222-1200	Uniboard bundle Incl. 2 CPUs running at 1.2 GHz,2x8MB Ecache,2 banks of 2GB mem opts-8 x 512MB DIMMs,4GB ttl for the board.For use with the Sun Fire 3800, 4800, 4810, 6800, 12K and 15K.	1
X9724A	15 meter LC to SC fibre channel optic cable	2
X311L	North American/Asian Power Cord	2
XTA-3310-RK-19L	Rack Kit, 2U, 19Cab 28-364 post - contains side brackets and rear brackets.	1
	Tape Library Parts	
SG-XTAPLTO-DRV	SCOPETOOL - (From Inventory) LTO tape driveL700L180 tape libraries.the first super drive offered by Sun features a 15 mb sec transfer rates and 100gb capacity for optimum performance,order LTO Med,sg xmedlto10,cleaning cartriges	2
X6541A	Dual Diff UltraSCSI	1
VNDTL-999-9999	NetBackup DataCenter Tape Library Support License, Per Tape Drive	2
X6756A	Sun Fire V880 expansion disk backplane with 6 to 73gb, 1inch,10k rpm FC AL disks and required cables	1
	Storage For Windows Server Attach	
XTA3510R01A2R876	Order X311L Separately - 3510 Fibre Channel Array,Rack Ready,876GB- 12x73GB 10K RPM disks- w-2 FC-AL HW RAID controllers,1GB std cache per controller,2 AC power suppls. Sun StorEdge Config Svc.Std config.	1
X311L	North American/Asian Power Cord	2
ARRAY-INS-BASE2	ARRAYSTART BASE CHARGE installation service Base Charge. ArrayStart Base Charge plus Per-Tray Charge provides hardware and software installation and configuration of Sun StorEdge Arrays.	1

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AN ORDINANCE AMENDING
ORDINANCE No. 12504 C.M.S. (MASTER FEE SCHEDULE), AS AMENDED, TO ESTABLISH A NEW TECHNOLOGY ENHANCEMENT SERVICE FEE ASSESSED BY THE BUILDING SERVICES DIVISION OF THE COMMUNITY AND ECONOMIC DEVELOPMENT AGENCY
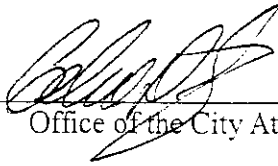
INTRODUCED BY

APPROVED FOR FORM AND LEGALITY

_____
Member of the City Council

_____
Office of the City Attorney

ORDINANCE No. _____ C.M.S.

==

AN ORDINANCE AMENDING
ORDINANCE No. 12504 C.M.S. (MASTER FEE SCHEDULE), AS AMENDED.
TO ESTABLISH A NEW TECHNOLOGY SERVICE FEE ASSESSED BY THE
BUILDING SERVICES DIVISION OF THE COMMUNITY AND ECONOMIC
DEVELOPMENT AGENCY

_____

WHEREAS, the Council of the City of Oakland periodically updates its Master Fee Schedule to account for general cost of living increases and program changes or other costs; and

WHEREAS, the fee addition proposed herein has been justified by the Community and Economic Development Agency and are identified in and "Agenda Report" dated December 9, 2003, to Deborah Edgerly, City Manager, entitled " A Report For The Purchase And Installation Of Computer Hardware And Software And Professional Services For An Integrated Permit, Enforcement, and Records Tracking System (PERTS) For A Total Amount Not To Exceed Four Million Dollars ($4,000,000); and

WHEREAS, the Council of the City finds and determines that the herein-referenced modifications and additions are necessary to reimburse the City for the costs of automating the regulatory and loan servicing functions of the Community and Economic Development Agency (CEDA); and

WHEREAS, a Public Hearing was held for the Agenda Report identified herein to review the proposed fee change; now, therefore, be it

ORDAINED, that the Council of the City of Oakland does hereby authorize amending the Master Fee Schedule as set forth in Ordinance No. 12504 C.M.S.. as amended, to establish a new fee assessed by the Building Services Division of CEDA as set forth in Attachment 1, attached hereto and made a part hereof, to fund PERTS expenditures; and be it

FURTHER ORDAINED, that the Council of the City of Oakland does hereby authorize the City Manager or his or her designee to appropriate expected additional revenue of three hundred seventy thousand dollars ($370,000) from said new fee to a new CEDA project: and be it

FURTHER ORDAINED, that said ordinance shall be effective upon approval and adoption by the Council of the City of Oakland.

IN COUNCIL, OAKLAND, CALIFORNIA,

PASSED BY THE FOLLOWING VOTE:

AYES: BRUNNER, CHANG, BROOKS, NADEL, REID, QUAN, WAN,
              AND PRESIDENT DE LA FUENTE

NOES:

ABSENT:

ABSTENTION:

ATTEST: _____
                        CEDA FLOYD
            City Clerk and Clerk of the Council
              of the City of Oakland, California

Attachment 1

FEE DESCRIPTION	FEE	UNIT
J. PERMIT APPLICATION FEE		
2 *All Other Permits*	51.00	Permit
3 *Mailing and Handling Charges per 25 Count*	5.50	Mailing
4 *Service Charge for Verification of Proof of License Information Required by State Law for Approval*	11.00	Verification
5 *Zoning Sign-Off*	38.00	Sign-Off
K. DUPLICATION OF ANY DOCUMENT NOT DESCRIBED IN THE MASTER FEE SCHEDULE		
1 *Documents Routinely Produced in Multiple Copies Such as Meeting Agendas and Related Materials*		
a. *Twenty (20) or Fewer Pages*	No Charge	
b. *Twenty-one (21) or More Pages*	0.01	Page
2 *Documents Not Routinely Produced In Multiple Copies*	0.06	Page
3 *Documents Not Routinely Produced In Multiple Copies Sent to Commercial Copier for Billing to Requester*	Market Rate	
L. PLANS/ MAP PHOTO COPY	0.50	Map
M. DOCUMENT RESEARCH FEE	5.10	1/4 Hour or Fraction

Proposed New Fee		
N. TECHNOLOGY FEE	5%	All Permit & Code Compl fees

Existing Fee Relocated From Page L-3		
O. RECORDS MANAGEMENT FEE	9%	All Permit & Code Compl fees

BUILDING SERVICES - CODE COMPLIANCE

CODE COMPLIANCE

A. VARIANCE FROM OAKLAND HOUSING CODE REQUIREMENTS

ORDINANCE AMENDING
THE MASTER FEE SCHEDULE, ORDINANCE NUMBER 12,504 C.M.S., AS AMENDED, TO ESTABLISH A NEW TECHNOLOGY SERVICE FEE ASSESSED BY THE BUILDING SERVICES DIVISION OF THE COMMUNITY AND ECONOMIC DEVELOPMENT AGENCY

NOTICE AND DIGEST

This Ordinance authorizes an amendment to the Master Fee Schedule, Ordinance Number 12,504 C.M.S., as amended, to establish a new Technology service fee assessed by the Building Services Division of the Community and Economic Development Agency. This fee would become effective upon adoption of the proposed amending ordinance by the Council of the City of Oakland and would remain in effect until further notice. This fee is identified in an "Agenda Report" dated December 9, 2003, to Deborah Edgerly, City Manager, entitled:

"A Report For The Purchase And Installation Of Computer Hardware And Software And Professional Services For An Integrated Permit, Enforcement, and Records Tracking System (PERTS) For A Total Amount Not To Exceed Four Million Dollars ($4,000,000). "

5.6

FINANCE & MANAGEMENT CMTE.

JAN 1 3 2004

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A RESOLUTION AUTHORIZING
THE CITY MANAGER TO REALLOCATE TWO MILLION SIX HUNDRED NINETY THOUSAND DOLLARS ($2,690,000) OF PRIOR YEAR UNSPENT TECHNOLOGY PROJECT APPROPRIATIONS, AS APPROVED AS PART OF THE FISCAL YEAR 2001/ 2003 CAPITAL IMPROVEMENT PROGRAM BUDGET WITHIN THE COMMUNITY AND ECONOMIC DEVELOPMENT AGENCY, FOR THE INTEGRATED PERMIT, ENFORCEMENT, AND RECORDS TRACKING SYSTEM (PERTS)
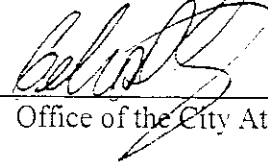
S.7

FINANCE & MANAGEMENT CMTE.

JAN 1 3 2004

INTRODUCED BY

2003 NOV 25 PH 5: 47

APPROVED FOR FORM AND LEGALITY

_____
Member of the City Council

_____
Office of the City Attorney

RESOLUTION No. _____ C.M.S.

===

A RESOLUTION AUTHORIZING
THE CITY MANAGER TO REALLOCATE TWO MILLION SIX HUNDRED NINETY
THOUSAND DOLLARS ($2,690,000) OF PRIOR YEAR UNSPENT TECHNOLOGY
PROJECT APPROPRIATIONS, AS APPROVED AS PART OF THE FISCAL YEAR
2001/ 2003 CAPITAL IMPROVEMENT PROGRAM BUDGET WITHIN THE
COMMUNITY AND ECONOMIC DEVELOPMENT AGENCY, FOR THE
INTEGRATED PERMIT, ENFORCEMENT, AND RECORDS TRACKING SYSTEM
(PERTS)

WHEREAS, the Council of the City of Oakland determined in the FY 2001/03 Capital Improvement Budget that the Community and Economic Development Agency (CEDA) had a critical need for a Permit, Enforcement, and Records Tracking System (PERTS) to replace and upgrade the automation of its regulatory and loan servicing functions and so allocated the funding for said PERTS and loan servicing in the Technology Project section; and

WHEREAS, the Information Technology Division (IT) of the Finance and management Agency (FMA) and the Community and Economic Development Agency (CEDA) subsequently issued and publicly advertised in July and September 2002 two Requests For Proposal (RFP) for qualified bidders to provide, install, and license computer software and hardware for said PERTS; and

WHEREAS, IT and CEDA thoroughly evaluated the submittals received from bidders in accordance with criteria established in the two RFPs; and

WHEREAS, following said evaluation of the RFP submittals, IT and CEDA made a recommendation that the City Council authorize the reallocation of prior year unspent Technology Project appropriations, approved as part of the FY 01/03 Capital Improvement Program Budget, within the Community and Economic Development Agency to support the Permit, Enforcement, and Records Tracking System (PERTS) in an "Agenda Report" dated December 9, 2003, to Deborah Edgerly, City Manager, entitled, " A Report For The Purchase And Installation Of Computer Hardware And Software And Professional Services For An Integrated Permit, Enforcement, and Records Tracking System (PERTS) For A Total Amount Not To Exceed Four Million Dollars ($4,000,000)"; now, therefore, be it

RESOLVED, that the Council of the City of Oakland does hereby authorize the City Manager or his or her designee to reallocate prior year unspent Technology Project appropriations. as part of the FY 01/03 Capital Improvement Program. from Projects C198610 (Fund 1010 - $390.000, Fund 5500 - $1.100.000). C198620 (Fund 5500 - $500.000). C198310 ($200.000). and C192110 (Fund 5500 - $500.000) for a total amount of $2.690.000 to fund PERTS expenditures: and be it

FURTHER RESOLVED, that the Council of the City of Oakland does hereby authorize the City Manager or his or her designee to appropriate said re-allocation to fund PERTS expenditures.

IN COUNCIL, OAKLAND, CALIFORNIA,

PASSED BY THE FOLLOWING VOTE:

AYES: BRUNNER, CHANG, BROOKS, NADEL, REID, QUAN, WAN,
             AND PRESIDENT DE LA FUENTE

NOES:

ABSENT:

ABSTENTION:

ATTEST: _____
                          CEDA FLOYD
                 City Clerk and Clerk of the Council
                  of the City of Oakland, California

5.7

FINANCE & MANAGEMENT CMTE.

JAN 1 3 2004

A RESOLUTION AUTHORIZING
THE CITY MANAGER TO NEGOTIATE AND EXECUTE AN AGREEMENT WITH XEROX GLOBAL SERVICES CORPORATION TO PROVIDE PRIVATE FINANCING FOR AN INTEGRATED PERMIT, ENFORCEMENT, AND RECORDS TRACKING SYSTEM (PERTS) IN AN AMOUNT NOT TO EXCEED TWO MILLION SIX HUNDRED NINETY THOUSAND DOLLARS ($2,690,000.00) OF PRINCIPAL AND SIX HUNDRED THOUSAND DOLLARS ($600,000) OF INTEREST

5.8
FINANCE & MANAGEMENT CMTE.
JAN 1 3 2004

INTRODUCED BY

2003 NOV 25 PM 5: 47

Member of the City Council

APPROVED FOR FORM AND LEGALITY

Office of the City Attorney

RESOLUTION No. _____ C.M.S.

A RESOLUTION AUTHORIZING
THE CITY MANAGER TO NEGOTIATE AND EXECUTE AN AGREEMENT WITH
XEROX GLOBAL SERVICES CORPORATION TO PROVIDE PRIVATE FINANCING
FOR AN INTEGRATED PERMIT, ENFORCEMENT, AND RECORDS TRACKING
SYSTEM (PERTS) FOR AN AMOUNT NOT TO EXCEED TWO MILLION SIX
HUNDRED NINETY THOUSAND DOLLARS ($2,690,000.00) OF PRINCIPAL AND SIX
HUNDRED THOUSAND DOLLARS ($600,000) OF INTEREST

WHEREAS, the Council of the City of Oakland determined in the FY 2001/03 Capital
Improvement Budget that the Community and Economic Development Agency (CEDA) had a
critical need for a Permit, Enforcement, and Records Tracking System (PERTS) to replace and
upgrade the automation of its regulatory functions and so allocated the funding for said PERTS
in the Technology Project section; and

WHEREAS, the Information Technology Division (IT) of the finance and Management Agency
(FMA) and the Community and Economic Development Agency (CEDA) subsequently issued
and publicly advertised in September 2002 a Request For Proposal RFP) for qualified bidders to
provide, install, and license computer software and hardware for PERTS; and

WHEREAS, IT and CEDA thoroughly evaluated the submittals received from bidders in
accordance with criteria established in the RFP; and

WHEREAS, following said evaluation of the RFP submittals, IT and CEDA made a
recommendation that the City Council authorize the City Manager to finance a portion of PERTS
with private financing obtained from the Xerox Global Services Corporation in an "Agenda
Report" dated December 9, 2003, to Deborah Edgerly, City Manager, entitled. "A Report For
The Purchase And Installation Of Computer Hardware And Software And Professional Services
For An Integrated Permit, Enforcement, and Records Tracking System (PERTS) For A Total
Amount Not To Exceed Four Million Dollars ($4,000,000)" ; now, therefore, be it

RESOLVED, that the Council of the City of Oakland does hereby authorize the City Manager or his or her designee to negotiate and execute an agreement with Xerox Global Services Corporation for private financing of PERTS for an amount of principal not to exceed Two Million Six Hundred Ninety Thousand Dollars ($2,690,000) and an amount of interest not to exceed Six Hundred Thousand Dollars ($600,000) to be repaid by installment in not less than 60 months; and be it

FURTHER RESOLVED, that the Council of the City of Oakland does hereby authorize the City Manager or his or her designee to appropriate not more than three million two hundred ninety thousand dollars ($3,290,000) of supplemental revenue in a new CEDA project received from CEDA's new Technology service fee and from the increased collection of CEDA's existing records management fee to repay said principal and interest of said private financing.

IN COUNCIL, OAKLAND, CALIFORNIA,

PASSED BY THE FOLLOWING VOTE:

AYES: BRUNNER, CHANG, BROOKS, NADEL, REID, QUAN, WAN,
                 AND PRESIDENT DE LA FUENTE

NOES:

ABSENT:

ABSTENTION:

ATTEST: _____
                                    CEDA FLOYD
                        City Clerk and Clerk of the Council
                            of the City of Oakland, California

5, 8
FINANCE & MANAGEMENT CMTE.
JAN 1 3 2004