



CITY OF OAKLAND

FILED
OFFICE OF THE CITY CLERK
OAKLAND

2012 JUN 28 PM 12:44

AGENDA REPORT

TO: DEANNA J. SANTANA
CITY ADMINISTRATOR

FROM: Sara Bedford

SUBJECT: Cityspan Contract with DHS

DATE: June 18, 2012

City Administrator
Approval

Date

6/28/12

COUNCIL DISTRICT: City-Wide

RECOMMENDATION

Staff recommends that the City Council adopt a resolution 1) waiving the competitive request for proposal/qualifications process, 2) authorizing the City Administrator to execute an agreement between the City of Oakland and Cityspan Technologies to continue to provide licensing and hosting, project management and client support web-based contract management database systems for three Department of Human Services Programs: Measure Y in an amount not to exceed fifty thousand dollars (\$50,000), Oakland Fund for Children and Youth (OFCY) in an amount not to exceed fifty five thousand dollars (\$55,000), and Alameda County-Oakland Community Action Partnership (AC-OCAP) in an amount not to exceed twenty five thousand dollars (\$25,000) resulting in a total contract amount of one hundred and thirty thousand dollars (\$130,000) for the period of July 1, 2012 to June 30, 2013, and 3) authorizing the City Administrator to execute agreements with Cityspan Technologies to continue to provide said services for fiscal years 2013-2014 and 2014-2015 in an amount not to exceed one hundred and thirty thousand dollars (130,000) each year, totaling three hundred and ninety thousand dollars (\$390,000) for the three fiscal years.

OUTCOME

That City Administrator will enter into an agreement to continue the current Department of Human Services contract with Cityspan Technologies for the ongoing maintenance and support of the existing contract management web-based databases for Measure Y, OFCY and AC-OCAP in an amount not to exceed \$130,000 for FY 2012-2013, FY2013-2014, and FY2014-2015.

BACKGROUND/LEGISLATIVE HISTORY

On May 3, 2006, DHS issued a Request for Bids for web-based contract management and client tracking database services. Cityspan Technologies was significantly more qualified than other bids and the best match for the project requirements as determined by staff review. On August 8, 2006 City Council approved Cityspan Technologies to develop a web-based database system for Measure Y for fiscal year 2007-2007, 2007-2008, and 2008-2009 (Resolution 80688). An amendment to the Cityspan contract was approved on November 3, 2008 for Cityspan to

Item: _____
Public Safety Committee
July 10, 2012

continue providing grant application and web-based contract management and client tracking database services to Measure Y, and to begin providing service to OFCY through 2009-10, 2010-11 and 2011-12 (Resolution 81650) An amendment to the contract was made to provide web-based contract management database services to OCAP for fiscal year 2011-2012.

Cityspan is unique among vendors in that they offer both pre-configured solutions and highly customized applications that respond directly to funder and provider program designs. Their solutions for funders have been customized to support a range of monitoring, reporting and evaluation requirements. Cityspan databases hold five years of archival program data for the Measure Y initiative and three years of archival program data for OFCY. Community based providers have been trained in correctly and systematically entering data into these systems, allowing for multi-year analysis of service trends; this capability is sustained through the utilization of a single database provider, across initiatives and from year to year.

ANALYSIS

Measure Y administers 30 to 40 grants annually, OFCY administers over 100 grants annually and OCAP administers approximately 17 grants annually. Monitoring and processing program activity and reporting to ensure responsible contract compliance across programs without a web-based database system is extremely labor intensive, time consuming and highly vulnerable to human errors, all of which the web based data management system greatly mitigates. The quality and timeliness of both contract monitoring and data collection for program reporting and evaluation is greatly increased.

The database also provides other advantages. It offers a client-level tracking system that enables matching service inputs to outputs and outcomes. It tracks client service utilization across Measure Y and OFCY programs. Access to the online database is password protected. An authentication protocol prevents access to the database without a secure ID and password issued by Cityspan. Cityspan assigns accounts and passwords to users of the database systems. Each grantee determines which members of its agency have access to the database and what level of access they will have.

The external evaluators of both Measure Y and OFCY have been involved in the development of the databases and utilize data extracts from Cityspan to conduct their evaluation of program performance.

Cityspan provides a wide array of services, including:

- Secure, web-based data entry/collection across all Measure Y, OFCY and AC-OCAP providers
- Operation of a 40-hour a week customer service hotline
- Customized automated reporting
- Development of sharing protocols to allow distinct agencies working in collaboration to share specific, defined information
- Automated invoicing and contract management
- Data field customization for individual grantees to use this as their agency database
- Attendance sheet support: the system will print out attendance sheets with bar codes for any grantee services, allowing agencies to enter attendance data quickly with a scanner
- Data preparation and downloading for DHS external evaluators

Pursuant to Oakland Municipal Code section 2.04.051.B the Council may waive the request for proposal/qualifications (“RFP/Q”) process upon a finding that it is in the City’s best interest to do so. DHS requests a waiver of the RFP/Q process. The waiver will enable the City to build upon the existing database services and receive a higher value for the cost and amount of services provided. Cityspan Technologies was selected through a competitive process to provide customized web-based and data management services initially. The use of a single provider for these services will provide for more effective data management services for contractors across the City that are providing services throughout the Oakland community.

PUBLIC OUTREACH/INTEREST

This item did not require any additional public outreach other than the required posting on the City’s website.

COORDINATION

Program managers and staff from the Department of Human Services Measure Y, OFCY and AC-OCAP have been consulted and have contributed to this report. The interim Director of the Department of Human Services, the Attorney’s Office and the Budget Office has each been consulted in the development of this report.

COST SUMMARY/IMPLICATIONS

The total amount of the agreement/contract is \$390,000 for three fiscal years 2012-2013, 2013-2014, and 2014-2015. Funds are available for these services:

- \$50, 000 (each fiscal year), \$25,000 from Measure Y Public Safety Act 2004 Fund (2251), City Administrator Organization (02111), Measure Y Evaluation Project (G261240), Measure Y Program (PS37) and \$25,000 from Department of Justice Fund

Item: _____
Public Safety Committee
July 10, 2012

- (2112), Department of Human Services Organization (78111), Second Chance Juvenile Reentry Project (G423210), Measure Y Program (PS37);
- **\$25,000** (each fiscal year) Alameda County-Oakland Community Action Partnership (AC-OCAP) - Dept. of Health & Human Services Fund (2128), Fostering Safe & Healthy Communities Program (SC22), Policy & Planning Organization (78311), Admin. Alameda County/CSBG 2011 Project (G421611); and
 - **\$55,000** (each fiscal year) Oakland Fund for Children and Youth (OFCY) - Kid's First Oakland Children's Fund (1780), OFCY Program (YS04), Youth Services Organization (78251), FY 2012-2013 OFCY Evaluation Project (P420720).

There is no impact on the General Fund.

PAST PERFORMANCE, EVALUATION AND FOLLOW-UP

Cityspan Technologies is the current database developer and provider of database maintenance and hosting for Measure Y, OFCY and AC-OCAP programs. Their performance record has been strong throughout the past five year contracted period. Cityspan has been responsive to both City staff and database users at the provider level. The database is reliable, accurate, and consistently provides City staff and providers with reports, service tracking, invoicing, and client management functionality.

SUSTAINABLE OPPORTUNITIES


Economic: No economic impacts are anticipated at this time.

Environmental: The development of an electronic progress reporting and data collection tool reduces the use of paper and therefore positively impacts the environment.

Social Equity: The creation of a grantee database significantly reduces the time and expense of data collection for OFCY grantees. Grantee staff may therefore focus more on the provision of services to economically and socially distressed individuals.

For questions regarding this report, please contact Dyama Christie, Planner at 238-6875.

Respectfully submitted,



SARA BEDFORD, Interim Director
Department of Human Services

Reviewed by: Priya Jagannathan, Interim Manager
Policy & Planning Division/Measure Y
Prepared by: Dyanna Christie, Planner

Item: _____
Public Safety Committee
July 10, 2012

FILED
OFFICE OF THE CITY CLERK
OAKLAND

2012 JUN 28 PM 12:44

Approved as to Form and Legality


Oakland City Attorney's Office

OAKLAND CITY COUNCIL

Resolution No. _____ C.M.S.

Introduced by Councilmember _____

A RESOLUTION 1) WAIVING THE COMPETITIVE REQUEST FOR PROPOSALS/QUALIFICATIONS PROCESS, 2) AUTHORIZING THE CITY ADMINISTRATOR TO EXECUTE AN AGREEMENT BETWEEN THE CITY OF OAKLAND AND CITYSPAN TECHNOLOGIES TO CONTINUE TO PROVIDE LICENSING AND HOSTING, PROJECT MANAGEMENT AND CLIENT SUPPORT WEB-BASED CONTRACT MANAGEMENT DATABASE SYSTEMS FOR THREE DEPARTMENT OF HUMAN SERVICES PROGRAMS: MEASURE Y IN AN AMOUNT NOT TO EXCEED FIFTY THOUSAND DOLLARS (\$50,000), OAKLAND FUND FOR CHILDREN AND YOUTH (OFCY) IN AN AMOUNT NOT TO EXCEED FIFTY FIVE THOUSAND DOLLARS (\$55,000), AND ALAMEDA COUNTY-OAKLAND COMMUNITY ACTION PARTNERSHIP (AC-OCAP) IN AN AMOUNT NOT TO EXCEED TWENTY FIVE THOUSAND DOLLARS (\$25,000) RESULTING IN A TOTAL CONTRACT AMOUNT NOT TO EXCEED ONE HUNDRED AND THIRTY THOUSAND DOLLARS (\$130,000) FOR THE PERIOD OF JULY 1, 2012 TO JUNE 30, 2013, AND 3) AUTHORIZING THE CITY ADMINISTRATOR TO EXECUTE AGREEMENTS WITH CITYSPAN TECHNOLOGIES TO CONTINUE TO PROVIDE SAID SERVICES FOR FISCAL YEARS 2013-2014 AND 2014-2015 IN AN AMOUNT NOT TO EXCEED ONE HUNDRED AND THIRTY THOUSAND DOLLARS (\$130,000) EACH YEAR, TOTALING THREE HUNDRED AND NINETY THOUSAND DOLLARS (\$390,000) FOR THE THREE FISCAL YEARS

WHEREAS, on August 8, 2006, the City Council approved Cityspan Technologies as the Department of Human Services' web-based contract management system developer for Measure Y (Violence Prevention and Public Safety Act of 2004) in fiscal year 2006-2007, 2007-2008 and 2008-2009 pursuant to Resolution No. 80668 C.M.S.; and

WHEREAS, on November 3, 2008, the City Council approved \$46,350 to continue hosting and maintaining the Measure Y (Violence Prevention and Public Safety Act of 2004) contract management system under Cityspan Technologies for fiscal year 2008-2009, with the option to renew in fiscal years 2009-2010 and 2010-2011 and 2011-2012 pursuant to Resolution No. 81650 C.M.S.; and

WHEREAS, the City Council has approved Cityspan Technologies as the Department of Human Services' web-based contract management system developer for Oakland Fund For Children And Youth (OFCY) for 2008-2009, 2009-2010 and 2010-2011 and 2011-2012 pursuant to Resolution No. 81650 C.M.S.; and

WHEREAS, the Cityspan contract was amended to include Alameda County-Oakland Community Action Partnership (AC-OCAP) to utilize Cityspan Technologies as the developer of the Department of Human Services' OCAP web-based contract management system in 2010-2011; and

WHEREAS, Cityspan Technologies was selected as the most qualified and most responsive bidder to develop a web-based contract management and client-level tracking database for Measure Y programs through a Request for Bid process in May, 2006; and

WHEREAS, Cityspan Technologies is unique among vendors in that it offers pre-configured solutions and highly customized applications for youth services that are responsive to funder and provider program designs and has demonstrated expertise and capability through development of contract management systems for other major cities; and

WHEREAS, Cityspan Technologies has a successful record of providing database management services for Oakland's Measure Y programs, OFCY programs and OCAP programs and it is cost-effective and beneficial to continue these established services; and

WHEREAS, Cityspan identifies the cost of ongoing maintenance and development for Measure Y at no more than \$50,000; OFCY at no more than \$55,000; and AC-OCAP at no more than \$25,000 annually for fiscal years 2012-2013, 2013-2014 and 2014-2015 and agrees that the price to the City of maintenance including licensing and hosting, project management, and client support will not exceed these amounts over at least the next three years; and

WHEREAS, Oakland Municipal Code section 2.04.051.B permits the Council to waive the request for proposal/qualifications ("RFP/Q") process upon a finding that it is in the best interest of the City to do so; and

WHEREAS, staff recommends that it is in the best interest of the City to waive the RFP/Q process so that the City can enter into a contract with Cityspan Technologies for the reasons set forth above and in the report accompanying this resolution; and

WHEREAS, funds are available for these additional services in: Measure Y Public Safety Act 2004 Fund (2251), City Administrator Organization (02111), Measure Y Evaluation Project (G261240), Measure Y Program (PS37); Department of Justice Fund (2112), Department of Human Services Organization (78111), Second Chance Juvenile Reentry Project (G423210); (Alameda County-Oakland Community Action Partnership) Dept. of Health & Human Services Fund (2128), Fostering Safe & Healthy Communities Program (SC22), Policy & Planning Organization (78311), Admin. Alameda County/CSBG 2011 Project (G421611); and (Oakland Fund for Children and Youth) Kid's First Oakland Children's Fund (1780), OFCY Program (YS04), Youth Services Organization (78251), FY 2012-2013 OFCY Evaluation Project (P420720); now, therefore, be it

RESOLVED: That pursuant to Oakland Municipal Code section 2.04.051.B and findings set forth above and in the City Administrator's report accompanying this item, the City Council finds and determines that is in the best interests of the City to waive the competitive RFP/Q process for the web-based grant application system contract and so waives the requirement; and be it

FURTHER RESOLVED: That the City Council hereby authorizes the City Administrator or her designee to execute an agreement with Cityspan Technologies for a total amount not to exceed \$130,000 for fiscal year 2012-2013 to continue the maintenance and support for the web-based contract management services for Measure Y in an amount not to exceed \$50,000, Oakland Fund for Children and Youth in an amount not to exceed \$55,000, and Oakland Community Action Partnership in an amount not to exceed \$25,000; and be it

FURTHER RESOLVED: That the City Council approves the use of funds currently located in: Measure Y Public Safety Act 2004 Fund (2251), City Administrator Organization (02111), Measure Y Evaluation Project (G261240), Measure Y Program (PS37); Department of Justice Fund (2112), Department of Human Services Organization (78111), Second Chance Juvenile Reentry Project (G423210); (Alameda County-Oakland Community Action Partnership) Dept. of Health & Human Services Fund (2128), Fostering Safe & Healthy Communities Program (SC22), Policy & Planning Organization (78311), Admin. Alameda County/CSBG 2011 Project (G421611); and (Oakland Fund for Children and Youth) Kid's First Oakland Children's Fund (1780), OFCY Program (YS04), Youth Services Organization (78251), FY 2012-2013 OFCY Evaluation Project (P420720); and be it

FURTHER RESOLVED: That the City Council hereby authorizes the City Administrator or her designee to enter into agreements with Cityspan Technologies for fiscal years 2013-2014 and 2014-2015 for the aforementioned services and programs in an amount not to exceed \$130,000 each year, ; and be it

FURTHER RESOLVED: That the City Administrator is hereby authorized to conduct all negotiations, execute and submit all documents, including but not limited to applications, agreements, amendments, modifications, payment requests, and related actions which may be necessary in accordance with the basic purpose of this resolution, at no additional costs; and be it

FURTHER RESOLVED: That the proposed Agreements shall be approved as to form and legality by the Office of the City Attorney and placed on file at the Office of the City Clerk.

IN COUNCIL, OAKLAND, CALIFORNIA, _____

PASSED BY THE FOLLOWING VOTE:

**AYES - BROOKS, BRUNNER, CHANG, DE LA FUENTE, KERNIGHAN, NADEL, SCHAAF, AND
PRESIDENT REID**

NOES -

ABSENT -

ABSTENTION -

ATTEST:

LATONDA SIMMONS
City Clerk and Clerk of the Council of
the City of Oakland, California