



CITY OF OAKLAND

AGENDA REPORT

TO: Jestin D. Johnson
City Administrator

FROM: LaTonda Simmons
Assistant City Administrator

SUBJECT: 2025 Professional Services –
Cityspan Technologies, Inc.

DATE: May 27, 2025

City Administrator Approval


Jestin Johnson (May 30, 2025 07:00 PDT)

Date: **May 30, 2025**

RECOMMENDATION

Staff Recommends That The City Council Adopt The Following Pieces of Legislation:

1. A Resolution:

- 1. Increasing The Awarded Agreement With Cityspan Technologies, Inc. From Two Hundred Ninety-Two Thousand Two Hundred Fifty Dollars (\$292,250) To An Amount Not To Exceed Three Hundred Fifty-Seven Thousand Two Hundred Dollars (\$357,200) For A Grants Management System For Oakland Fund For Children And Youth (OFCY) And Paratransit For The Elderly And Disabled Programs From July 1, 2021 Through June 30, 2024; And**
- 2. Waiving The Competitive Multiple-Step Solicitation Process For The Acquisition Of Computerized Or Information Technology Systems And Local/Small Local Business Enterprise (L/LSBE) Program Requirements**

2. A Resolution:

- 1. Authorizing The City Administrator To Execute A Professional Services Agreement With Cityspan Technologies, Inc. (Referred To As Cityspan) For Continuation Of The Client Services And Contract Database, Ongoing Grants Management Licensing, User Support, Project Management, And Custom Programming For Oakland Fund For Children And Youth (OFCY) Funded Programs In An Amount Not To Exceed Two Hundred Thousand Dollars (\$200,000) From July 1, 2025, Through June 30, 2026; And**
- 2. Waiving The Competitive Multiple-step Solicitation Process For The Acquisition Of Computerized Or Information Technology Systems; And The Local/Small Local Business Enterprise (L/LSBE) Program Requirements**

EXECUTIVE SUMMARY

Approval of these proposed resolutions, if adopted, will increase the awarded agreement with Cityspan Technologies, inc., from \$292,250, to \$357,200 for a grants management system for

Oakland Fund for Children and Youth (OFCY) and Paratransit for the Elderly and Disabled programs from July 1, 2021, through June 30, 2024. The proposed resolution authorizes the increase in the allocation of OFCY funds by \$64,950, from \$254,750 to \$319,700, to fund the development of a custom data management system and annual licensing and technical support fees provided by Cityspan Technologies, Inc. through June 30, 2024.

They will also authorize the Human Services Department Children and Youth Services Division to enter into an agreement with Cityspan Technologies, Inc., for licensing and hosting of a web-based grant management in an amount not to exceed \$200,000 from July 1, 2025 to June 30, 2026, and waive the local/local small business enterprise (L/LSBE) requirement. OFCY seeks the L/LSBE waiver based on the recommendation from the Division of Workforce and Employment Standards (DWES). Cityspan grants management services include client-level tracking, custom development, geographic information systems (GIS) integration, council district reporting and contract management.

BACKGROUND / LEGISLATIVE HISTORY

Increase The Awarded Agreement With Cityspan Technologies, Inc. For FY 2021-24

On May 3, 2006, the Human Services Department (HSD) issued a request for bids for web-based contract management and client tracking database services. City Council approved contracts with Cityspan to develop a web-based database system for Measure Y for fiscal year (FY) 2006-2007, per [Resolution No. 80100 C.M.S.](#) and again in FY's 2007-2008, and 2008-2009, per [Resolution No. 81650 C.M.S.](#)

An amendment to the Cityspan contract was approved on November 3, 2008, for Cityspan to continue services with Measure Y, and to begin providing service to the Oakland Fund for Children and Youth (OFCY) through FY 2009-2010, 2010-2011, and 2011-2012 ([Resolution No. 81650 C.M.S.](#)). The contract was amended on July 17, 2012, for an additional three-year period.

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

On September 23, 2014, the City Council approved an amendment to the agreement such that Measure Y could utilize new funding from the California Board of State and Community Corrections Recidivism Reduction Funds Grant for database improvements during FY 2014-2015 ([Resolution No. 85177 C.M.S.](#)).

On March 31, 2015, the City Council approved a three-year contract with Cityspan to provide database services to Oakland Paratransit for the Elderly and Disabled (OPED) from April 1, 2015, to March 31, 2018 ([Resolution No. 85487 C.M.S.](#)). Additionally, on October 6, 2015, the City Council approved a renewed contract for Measure Y, OFCY, and AC-OCAP for FY 2015-2016, 2016-2017, and 2017-2018 ([Resolution No. 85821 C.M.S.](#)).

On March 20, 2018, the City Council approved a three-year contract with Cityspan to provide database services to OPED and OFCY from April 1, 2018, to June 30, 2021 ([Resolution No. 87109 C.M.S.](#)). Due to changing reporting requirements from the State of California, AC-OCAP

decided to delay further implementation of their use of the system. Oakland Unite returned with their request for database services, which also transitioned with the establishment of the Department of Violence Prevention (DVP).

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

On May 28, 2021, Cityspan Technologies, Inc. submitted a proposal for their web-based grants management and client tracking database services. Cityspan Technologies, Inc. was significantly more qualified than other bids, the most cost-effective, and the best match for the project requirements as determined by staff review. Cityspan Technologies, Inc. can manage grantee background information, scopes of work, budgets, progress reports, and cost reimbursement requests. Additionally, Cityspan is one of the only grant management systems that can manage client-level data and grant execution documentation, such as managing the publication and submittals received for the OFCY RFP.

The Cityspan Grants Management Database is a web-based platform that serves as the repository of OFCY grantee program-level demographics, service projections and actuals, hours of service, and narrative data. The Scope of Work includes programming GIS Integration, System Dashboards (HTML), PDFs with Data Visualizations, enhancements to client tracking, and grants management features that are in response to the City Council's feedback following the FY 19-20 Year End Evaluation Report presentation on April 20, 2021.

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

On December 19, 2023, [Resolution 88692 C.M.S.](#) was amended to increase the awarded agreement with Cityspan from \$92,500, to \$292,250 for a grants management system for OFCY and OPED programs from July 1, 2021 through June 30, 2024 ([Resolution No. 90060 C.M.S.](#)). This increase enabled Cityspan to build out the grant management system to collect data for more robust evaluation and analysis of the impact of programs funded through OFCY. OFCY's independent evaluators also use Cityspan to conduct detailed participation and outcome analyses and generate statistical reports summarizing grantee services. This system allows OFCY staff and grantees to monitor programs, and Cityspan provides technical assistance to all users. The Cityspan database holds archival program data, providing staff with the ability to view multiyear service analysis trends that help guide OFCY program and service development.

The proposed amended Resolution will authorize an increase to the total award agreement from \$292,250, to an amount not to exceed \$357,200. OFCY seeks to increase its allocation from \$254,750 to \$319,700 to cover the cost of expanding the grants & data management system and creating new functionality needed to demonstrate program effectiveness and impact. The allocation of \$37,500 for OPED will remain unchanged. The award agreement for Cityspan will be for three years, from July 1, 2021, through June 30, 2024, for OPED and OFCY programs.

2025 Professional Services – Cityspan Technologies, Inc.

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

Though professional services delivered by Cityspan were approved through June 30, 2024, through Resolution 88692, spending authority was extended through December 31, 2025 by RFQ #27034. In October 2022, joint Competitive RFQ#27034 was released by the Human Services Department and Department of Violence Prevention for professional services contracted between December 1, 2022, and December 31, 2025. Bids were requested for the following professional service categories:

1. Strategic Planning and Community Engagement
2. Design, Marketing, and Communication Services
3. Independent Evaluation of Program Services
4. Application and Review System, Data Systems and Management Information Services
5. Training, Technical Assistance, and Capacity Building
6. Workforce-Focused Capacity Building and Employer Engagement
7. Independent Auditing (Financial and Programmatic)

The Cityspan proposal submission was the only respondent in Category 4: Application and Review System, Data Systems and Management Information Services.

The Cityspan Grants Management and Client Service Database is a web-based platform that serves as the repository of OFCY grantee program-level demographics, service projections and actuals, hours of service, and narrative data. Through this PSA, Cityspan will develop GIS Integration for location mapping, System Dashboards (HTML), PDFs with Data Visualizations, enhancements to client tracking, and grants management features following the FY 2023-2024 Year End Evaluation Report.

ANALYSIS AND POLICY ALTERNATIVES

The approval of this recommendation will advance the Citywide priority of **responsive, trustworthy government** by enabling staff to log, analyze and report out on services delivered and the impact of programs funded by OFCY. Cityspan enables the thorough evaluation of services, in turn helping staff identify where services are most effective and where improvements are needed.

Cityspan has over twenty years of experience providing software to cities for the management of local, state, and federally funded programs. Cityspan has developed systems for the cities of Oakland, Chicago, San Francisco, Omaha, St. Paul, Minneapolis, Providence, and Boston. The software has proven effective at meeting the day-to-day data management needs of program providers, while also supporting collaborative efforts to standardize service and outcome definitions, promote program quality, and measure program impacts. The Cityspan process model combines intensive planning, skilled management, and meaningful client involvement. Cityspan's cross-functional teams work collaboratively with key project stakeholders to

understand requirements and build solutions that are characterized by long-term effectiveness and sustainability.

On an annual basis, OFCY administers nearly 150 grants. The Cityspan Grants Management System allows OFCY to manage grantee scopes of work, budgets, progress reports, and online invoices. Programs submit quarterly reports through Cityspan showing progress towards grant objectives and provide data on client demographics, enrollment, and participation in activities, quarterly program expenses, matching funds received, and narrative reporting on program successes, challenges, and changes. OFCY's external evaluators have been involved in developing the database to monitor program performance and utilize data extracts from Cityspan to conduct their mid-year and annual evaluation of program performance.

Cityspan protects the privacy of clients and safeguards the confidentiality of data. Cityspan has a standard client/parent data-sharing consent form that is used by OFCY grantees to ensure clients are aware that their demographic information and participation is being entered into Cityspan and used through independent evaluation to demonstrate program performance.

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

Increase The Awarded Agreement With Cityspan Technologies, Inc. For FY 2021-24

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

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

2025 Professional Services – Cityspan Technologies, Inc.

In FY 2024-2025, OFCY administered 145 grants to 75 non-profit and public agencies. The Cityspan Grants Management and Client Services Database System allows staff to manage grantee scopes of work, budgets, progress reports, and online invoices. Programs submit quarterly reports through Cityspan showing progress towards grant objectives and provide data on client demographics, enrollment, and participation in activities, quarterly program expenses, matching funds received, and narrative reporting on program successes, challenges, and changes.

The scope of work includes custom programming, GIS integration, project management, attendance data integration with Oakland Unified School District, user training and support services, security measures, and Enterprise Licensing and Hosting.

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

FISCAL IMPACT

Increase The Awarded Agreement With Cityspan Technologies, Inc. For FY 2021-24

Approval of this proposed resolution will authorize the increase in the allocation of funds to OFCY by \$64,950, from \$254,750 to \$319,700, to fund the development of a custom data management system and annual licensing and technical support fees provided by Cityspan Technologies, Inc. through June 30, 2024.

The professional services agreement with Cityspan will be funded through OFCY funds in the amount of \$319,700, which are available for these services in: Oakland Fund for Children and Youth – Kid's First Oakland Children's Fund (1780), Youth Services Organization (78251), FY 2017-2018 OFCY Project (1003645), OFCY Program (YS04).

OPED funding for \$37,500 remains unchanged: Measure BB – Paratransit Fund (2220), Oakland Paratransit for Elderly and Disabled Organization (75621), OPED FY 21-23 Measure B Project (1005546), Empowering Seniors & People with Disability Program (YS14).

2025 Professional Services – Cityspan Technologies, Inc.

Approval of this proposed resolution will authorize the allocation of funds in the amount of \$200,000 to fund the development of a custom data management system and annual licensing and technical support fees provided by Cityspan Technologies, Inc. through June 30, 2026.

The professional services agreement with Cityspan will be funded through OFCY funds in the amount of \$200,000, which are available for these services in: Oakland Fund for Children and Youth – Kid's First Oakland Children's Fund (1780), Youth Services Organization (78251), FY 2017-2018 OFCY Project (1003645), OFCY Program (YS04).

Table 1 details the costs anticipated by Cityspan for professional services for July 1, 2025, through June 30, 2026.

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Table 1: Estimated PSA Costs for July 1, 2025 through June 30, 2026

Cost Category	Total
Enterprise Licensing and Hosting	\$70,000
Project Management	\$49,950
Custom Development	\$27,450
OUSD Data Integration	\$15,000
User Training and Support Services	\$13,000
Additional System Design and Development (if needed)	\$24,600
TOTAL	\$200,000

PUBLIC OUTREACH / INTEREST

Increase The Awarded Agreement With Cityspan Technologies, Inc. For FY 2021-24

While no outreach was deemed necessary for the proposed policy action beyond the standard City Council agenda noticing procedures, the Planning and Oversight Committee has received reports from Cityspan on services rendered regularly. On March 19, 2025, the Planning and Oversight Committee reviewed the Cityspan scope of work in a public meeting.

2025 Professional Services – Cityspan Technologies, Inc.

The Planning and Oversight Committee unanimously approved the OFCY staff recommendation to enter a PSA for FY 2025-26 with Cityspan on May 7, 2025, in a public meeting.

COORDINATION

This report and legislation have been reviewed by the Office of the City Attorney, the Budget Bureau, and the City Administrator's Office.

PAST PERFORMANCE, EVALUATION AND FOLLOW-UP

Cityspan Technologies, Inc. is the current Client Services and Contract Database for OFCY. Cityspan Technologies, Inc. has met all the scope of work deliverables. Their performance record has been strong throughout the past contracting periods. Cityspan Technologies, Inc. has been responsive to City staff and database users at the provider level. The database is reliable, accurate, and consistently provides City staff and providers with reports, service tracking, invoicing, and client management functionality.

SUSTAINABLE OPPORTUNITIES

Economic: The Cityspan Grants Management database supports long-term cost savings and service improvements by modernizing grants management.

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

Race & Equity: The Cityspan Grants Management database allows for the capture and reporting on program impact, which in turn allows staff to analyze how effective the program is at improving the lives of Oakland children and youth, particularly those in greatest need (as defined by those experiencing the highest levels of chronic stress, violence, and trauma). Data generated from Cityspan informs OFCY's Race and Equity Analysis and is used to conduct Results-Based Accountability Analysis.

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ACTION REQUESTED OF THE CITY COUNCIL

Staff Recommends That The City Council Adopt The Following Pieces of Legislation:

- 1. A Resolution:**
 - 1. Increasing The Awarded Agreement With Cityspan Technologies, Inc. From Two Hundred Ninety-Two Thousand Two Hundred Fifty Dollars (\$292,250) To An Amount Not To Exceed Three Hundred Fifty-Seven Thousand Two Hundred Dollars (\$357,200) For A Grants Management System For Oakland Fund For Children And Youth (OFCY) And Paratransit For The Elderly And Disabled Programs From July 1, 2021 Through June 30, 2024; And**
 - 2. Waiving The Competitive Multiple-Step Solicitation Process For The Acquisition Of Computerized Or Information Technology Systems And Local/Small Local Business Enterprise (L/LSBE) Program Requirements**
- 2. A Resolution:**
 - 1. Authorizing The City Administrator To Execute A Professional Services Agreement With Cityspan Technologies, Inc. (Referred To As Cityspan) For Continuation Of The Client Services And Contract Database, Ongoing Grants**

- Management Licensing, User Support, Project Management, And Custom Programming For Oakland Fund For Children And Youth (OFCY) Funded Programs In An Amount Not To Exceed Two Hundred Thousand Dollars (\$200,000) From July 1, 2025, Through June 30, 2026; And**
- 2. Waiving The Competitive Multiple-step Solicitation Process For The Acquisition Of Computerized Or Information Technology Systems And The Local/Small Local Business Enterprise (L/LSBE) Program Requirements**

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

Respectfully submitted,



[LaTonda Simmons \(May 29, 2025 15:14 PDT\)](#)

LATONDA SIMMONS

Assistant City Administrator

Reviewed by:

Robin Love, Manager

Children & Youth Services Division

Prepared by:

Robyn Levinson, Program Planner

Children & Youth Services Division