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2015 MAR 13 AM 12:16

AGENDA REPORT

TO: JOHN A. FLORES
INTERIM CITY ADMINISTRATOR

FROM: Sara Bedford

SUBJECT: Oakland Paratransit for the Elderly and the Disabled (OPED) Cityspan Contract
April 1, 2015 – March 31, 2018

DATE: March 10, 2015

City Administrator
Approval

Date

3/12/15

COUNCIL DISTRICT: City-Wide

RECOMMENDATION

Staff recommends that the City Council adopt a resolution waiving the advertising and bidding requirements and the Request for Proposal/Qualifications Process, and authorizing the City Administrator to execute an agreement with Cityspan Technologies, Inc. to provide licensing and hosting, web-based client-level tracking and contract management database systems for the Oakland Paratransit for the Elderly and the Disabled (OPED) program in an amount not to exceed \$55,000 for three years from April 1, 2015 to March 31, 2018.

OUTCOME

Adoption of this resolution will allow the City Administrator will enter into an agreement with Cityspan Technologies to provide licensing and hosting, web-based client-level tracking, and project management database systems for OPED in an amount not to exceed \$55,000 for the term from April 1, 2015 to March 31, 2018.

BACKGROUND/LEGISLATIVE HISTORY

On May 3, 2006, the Human Services Department (HSD) issued a request for bids for web-based contract management and client tracking database services. 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 a contract with Cityspan Technologies to develop a web-based database system for Measure Y for Fiscal Year (FY) 2006-2007, 2007-2008, and 2008-2009. An amendment to the Cityspan contract was approved on November 3, 2008 for Cityspan to continue providing grant application and web-based contract management and client tracking database services to Measure Y, and to begin providing service to the Oakland Fund for Children and Youth (OFCY) through 2009-2010, 2010-2011 and 2011-2012 (Resolution No. 81650 C.M.S.). An additional amendment to the contract was made to provide web-based contract management database services to Alameda County-Oakland Community Action Partnership (AC-OCAP) for FY 2011-2012. The HSD has a current contract

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with Cityspan for \$130,000 per year, which includes the databases for Measure Y, OFCY, and AC-OCAP.

Cityspan is unique among vendors in that they offer both pre-configured solutions and highly customized applications that respond directly to the needs of the contracting program. Cityspan databases will hold archival program data, providing staff with an opportunity for multi-year service analysis trends that will help guide OPED program and service development. Cityspan's unified database system will provide the HSD with the ability to track participants, monitor grants, manage contracts, and analyze data across programs.

ANALYSIS

OPED assists people with disabilities and frail individuals with their transportation needs. OPED offers a door-to-door subsidized transportation service to eligible program participants who cannot access public transportation, providing them with taxicab or wheelchair van service to their medical appointments, shopping trips, and daily excursions. OPED has approximately 1,200 registered clients. The program provides 30,000 rides on average per year. All of this activity is currently tracked in an elaborate Microsoft Excel format that is primarily accessible to one work station and one staff expert.

Cityspan will allow for access to client information and program activity to all OPED staff responsible for customer service and client management due to its user friendly design and accessibility features. Although the current database provides adequate information, it is too sophisticated for the average user which impacts staff's ability to effectively locate information and respond quickly to client inquiries regarding program status if the staff expert is not available.

By retiring the current Excel-based database for Cityspan's web-based data management system, OPED will be able to greatly mitigate the issue of limited user access by staff other than the expert staff. Work quality, reporting, querying, and timely customer service response will greatly increase if all OPED staff has knowledgeable and efficient access to program information.

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 all user programs offered by the Aging Division. Access to the online database is password protected. An authentication protocol prevents access to the database without a secure user ID and password issued by Cityspan. Cityspan assigns accounts and passwords to users of the database systems. The program supervisor will have full system administrative privileges and be able to determine which staff members have access to the database and what level of access they will have to effectively perform their work.

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Cityspan provides a wide array of services, including:

- Secure, web-based data entry/collection across all OPED, Measure Y, OFCY and AC-OCAP programs;
- Operation of a 40-hour a week customer service hotline;
- Customized automated reporting;
- Development of sharing protocols to allow distinct agencies and programs working in collaboration to share specific, defined information;
- Automated invoicing and contract management;
- Data field customization;
- Participant tracking sheet support; and,
- Data preparation and downloading for HSD external evaluators.

Pursuant to Oakland Municipal Code sections 2.04.051.B and 2.04.050.I.5 the City Council may waive the Request for Proposal/Qualifications (“RFP/Q”) process and the advertising and bidding requirements upon a finding that it is in the City’s best interest to do so. HSD requests a waiver of the RFP/Q process and the advertising and bidding requirements. 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 Human Services 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 HSD including OPED and Measure Y have been consulted and have contributed to this report. The Director of the HSD, the Office of the City Attorney and the Controller’s Bureau have each been consulted in the development of this report.

COST SUMMARY/IMPLICATIONS

The total amount of the agreement is \$55,000 for the term from April 1, 2015 to March 31, 2018. Cityspan estimates the cost of licensing and user support, project management, and custom programming for the OPED program at \$22,250 from April 1, 2015 to March 31, 2016 and \$10,000 annually from April 1, 2016 to March 31, 2017 and April 1, 2017 to March 31, 2018.

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Source of Funding:

The actual funds for the Cityspan project will come from the OPED Administration Project (G462510). As such, there is no impact on the General Purpose Fund. The FY 2014-2015 Adopted Policy Budget for Oakland Paratransit for the Elderly and Disabled Program includes the Measure B direct local program distribution and projected fare revenue. The direct local program distribution of \$942,497 and projected fare revenue of \$121,100 have been appropriated to Measure B Paratransit – Alameda County Transportation Commission (ACTC) Fund (2213), Oakland Paratransit for the Elderly and Disabled Organization (75621), OPED Administration Project (G462510), OPED Taxi Project (G462520), and OPED Van Project (G462530) for overall program operations.

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 contracting periods. 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

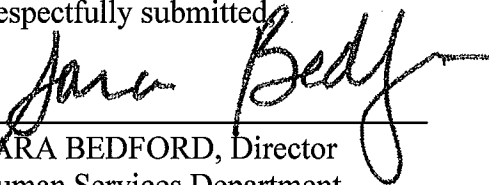
Economic: No economic impacts are anticipated at this time.

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

Social Equity: The creation of a client database significantly reduces administrative time and expense.

For questions regarding this report, please contact Scott Means, Human Services Manager at 238-6137.

Respectfully submitted

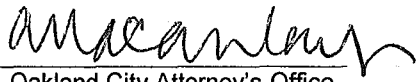

SARA BEDFORD, Director
Human Services Department

AGING & ADULT SERVICES

Reviewed/Prepared by: Scott Means, Manager

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Oakland City Attorney's Office

OAKLAND CITY COUNCIL

Resolution No. _____ C.M.S.

Introduced by Councilmember _____

A RESOLUTION WAIVING THE ADVERTISING AND BIDDING REQUIREMENTS AND THE REQUEST FOR PROPOSAL/QUALIFICATIONS PROCESS AND AUTHORIZING THE CITY ADMINISTRATOR TO EXECUTE AN AGREEMENT WITH CITYSPAN TECHNOLOGIES, INC. TO PROVIDE LICENSING AND HOSTING, WEB-BASED CLIENT-LEVEL TRACKING AND CONTRACT MANAGEMENT DATABASE SYSTEMS FOR THE OAKLAND PARATRANSIT FOR THE ELDERLY AND THE DISABLED (OPED) PROGRAM IN AN AMOUNT NOT TO EXCEED \$55,000 FOR THREE YEARS FROM APRIL 1, 2015 TO MARCH 31, 2018

WHEREAS, on August 8, 2006, the City Council approved Cityspan Technologies as the web-based client-level tracking and project management database system developer for the Human Services Department Measure Y program and has continuously approved contracts with Cityspan for subsequent renewals through the current fiscal year; and

WHEREAS, the Human Services Department in subsequent years added Oakland Fund for Children and Youth (OFCY) programs and Alameda County-Oakland Community Action Partnership (AC-OCAP) programs to the contract with Cityspan Technologies as the developer of the Human Services Department database system; and

WHEREAS, Cityspan Technologies was selected as the most qualified and most responsive bidder to develop a web-based client-level tracking and project management database for the Human Services Department 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 the Human Services Department that are responsive to multiple program requirements and has demonstrated expertise and capability through development of client-level tracking and project management database systems for other major cities; and

WHEREAS, Cityspan Technologies has a successful record of providing database management services for Oakland's Human Services Programs, including: Measure Y programs, OFCY programs, and AC-OCAP programs and it is cost-effective and beneficial to use a unified database system within the Human Services Department; and

WHEREAS, Human Services Department staff wishes to contract with Cityspan Technologies in order to provide similar services to the OPED program; and

WHEREAS, Cityspan estimates the cost of licensing and user support, project management, and custom programming for the OPED Program at \$22,250 from April 1, 2015 to March 31, 2016 and \$10,000 annually from April 1, 2016 to March 31, 2017 and April 1, 2017 to March 31, 2018; and

WHEREAS, Oakland Municipal Code (OMC) section 2.04.020B requires City Council approval of contracts for technology-related professional services in excess of \$15,000 and technology-related products or goods in excess of \$50,000; and

WHEREAS, OMC section 2.04.051A requires the City Administrator to conduct a request for proposal/qualifications ("RFP/Q") process for professional services contracts in excess of \$25,000 and OMC section 2.04.051.B permits the Council to waive the RFP/Q process upon a finding that it is in the best interest of the City to do so; and

WHEREAS, OMC section 2.04.050.A. requires the City Administrator to conduct advertising and bidding and award to the lowest responsible, responsive bidder for the purchase of products or goods, and OMC section 2.04.050.I.5 allows the City Council to waive advertising and bidding requirements upon a finding by the Council that it is in the best interest of the City to do so; and

WHEREAS, staff recommends waiving the advertising and bidding requirements and the RFP/Q process for the contract with Cityspan Technologies because the Human Services Department uses Cityspan Technologies for other programs and it is cost-effective and beneficial to use a unified database system in order to share information, track participants, monitor grants and contracts, and analyze data across programs within the Department; and

WHEREAS, funds are available for these services in: Measure B Paratransit – ACTC Fund (2213), Oakland Paratransit for the Elderly and Disabled Organization (OPED) (75621), and OPED Administration Project (G462510); now, therefore, be it

RESOLVED: That pursuant to OMC sections 2.04.051.B and 2.04.050.I.5 and for the 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 advertising and bidding process and the RFP/Q process for this contract and so waives the requirements; and be it

FURTHER RESOLVED: That the City Council hereby authorizes the City Administrator or her designee to execute an agreement with Cityspan Technologies, Inc. to provide licensing and hosting, web-based client level tracking, and contract management database systems for the OPED Program in an amount not to exceed \$55,000 from April 1, 2015 to March 31, 2018; and be it

FURTHER RESOLVED: That the City Council approves the use of funds currently located in: Measure B Paratransit – ACTC Fund (2213), Oakland Paratransit for the Elderly and Disabled Organization (75621), and OPED Administration Project (G462510); 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 without returning to Council; and be it

FURTHER RESOLVED: That the proposed Agreement 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, GALLO, GUILLEN, KALB, KAPLAN, REID, CAMPBELL WASHINGTON, AND
PRESIDENT GIBSON MCELHANEY

NOES –

ABSENT –

ABSTENTION –

ATTEST:

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