



AGENDA REPORT

TO: Jestin D. Johnson
City Administrator


FROM: Josh Rowan
Interim Director, OPW

SUBJECT: Three-Year Professional Services
Agreement With Daupler Inc.

DATE: September 15, 2025

City Administrator Approval

Date:


Jestin Johnson (Sep 19, 2025 12:41:50 PDT)

Sep 19, 2025

RECOMMENDATION

Staff Recommends That The City Council Adopt The Following Resolution:

- 1) Waiving The City's Request For Proposal Requirements Under Oakland Municipal Code (O.M.C) Section 2.04.051(B), And The Local And Small Local Business Enterprise (L/SLBE) Program Requirements,**
- 2) Awarding A Three-Year Professional Services Agreement to Daupler Inc. In An Amount Of Eight Hundred And Ten Thousand Dollars (\$810,000) For The Period Of October 16, 2025, Through October 15, 2028, For Emergency Call Management Services With Two One-Year Options To Extend The Contract For The Amount of Two Hundred Seventy Thousand Dollars (\$270,000) Annually, For A Grand Total Contract Amount Of One Million Three Hundred Fifty Thousand Dollars (\$1,350,000), Without Returning To Council; And**
- 3) Making Appropriate California Environmental Quality Act (CEQA) Findings**

EXECUTIVE SUMMARY

Public Works staff recommends that the City Council adopt a resolution to enter into a multiyear agreement with Daupler, Inc. to provide after-hours emergency call management services. These essential services are necessary to provide mission-critical responses to calls for emergency services received after-hours from Oakland businesses and residences.

BACKGROUND / LEGISLATIVE HISTORY

Collectively, Oakland Public Works (OPW) and the Department of Transportation (DOT) provide a variety of public infrastructure services for which after-hours emergency calls for assistance are received. Such after-hour calls for service include, but are not limited to, general needs such as down traffic signs/flooding/ property board-ups/items lost in storm drains/etc., sewer/wastewater, tree-related calls, traffic sign and signals, lighting, issues reported regarding City facilities and vehicles, etc. The City of Oakland is responsible for answering these calls for service from businesses and residents, assessing the situation and determining if there is an immediate hazard, performing field investigations as required, dispatching city crews for after-hours call-outs, and generating call documentation. These call-outs include time-sensitive life-safety, threats to the environment, and loss of basic service issues. These after-hour emergency call management services must be provided from 7:00 p.m. to 7:00 a.m. Monday through Friday and for twenty-four (24) hours every Saturday, Sunday, and City of Oakland holiday(s).

Oakland Municipal Code (OMC) Title 2, Chapter 2, Article I, Section 2.04.051 A requires the City to conduct a Request for Proposal/Qualifications (RFP/Q) process for the procurement of professional, technical, or specialized services. OMC Section 2.04.051.B provides that upon a finding by the City Council or its designee that it is in the best interests of the City, the City Council may waive RFP/Q requirements for contracts in any amount.

On October 20, 2020, the City Council adopted [Resolution No. 88317](#) awarding Daupler Inc. a three-year contract with an option to renew for two additional years while waiving the City's Request For Proposal Requirements under OMC Section 2.04.051.B. This contract expires on October 19, 2025.

Ordinances No. [No. 13101 C.M.S.](#), and [No. 13640 C.M.S](#) require a minimum 50-percent (50%) Local Business Enterprise/Small Local Business Enterprise (LBE/SLBE) participation for all purchase of commodities, goods and associated services for contracts valued at or over fifty thousand dollars (\$50,000) when there are at least three certified business listed in the industry, trade, or profession that constitutes a major category of work; and the City Council may waive the City's LBE/SLBE requirements for the purchase of commodities, goods, services, supplies or combination thereof due to a lack or limited availability of SLBEs or LBEs pursuant to Part I of Oakland's Local and Small Local Business Enterprise Program guidelines adopted by Ordinance [No. 13647 C.M.S.](#)

Prior to 2019, City does not have an after-hour service, but to comply with federal Consent Decree to respond, record, and report all Sanitary Sewer Overflows (SSO) within very tight timelines and without a margin for error, City must make arrangements to ensure the provision of and continuity of these essential services. Failure to meet these requirements has resulted in fines and penalties levied against the City by the federal Environmental Protection Agency (EPA). Accordingly, Oakland Public Works must Execution of the contract will allow the Department to respond consistently, rapidly, and efficiently to after-hour emergencies from the public, and provide enhanced call documentation, and worksite safety and security.

Therefore to seek the most qualified services, in 2019, the City conducted a Request for Proposal (RFP), and Daupler Inc. was the sole bidder, and there was no local business participation.

ANALYSIS AND POLICY ALTERNATIVES

Daupler Inc. has been managing the City's after-hours emergency call management services since 2020. Daupler Inc. provides a 24-hour live person phone call center service and features a web-based portal system that integrates with the OAK311 and OPW/OakDOT database, Cityworks. Over the years, Daupler has developed a modified web-based application to accommodate the needs of multiple departments (OPW, DOT, Oak311, OPD, and OFD) and streamlined the after-hours process. For example, during the previous contract period, Daupler created a Dispatch Assist feature for OFD, which is an efficiency improvement tool that saves OFD Dispatchers a significant amount of time in reporting an emergency call for an OPW/OakDOT response. OPW, DOT, and Oakland Fire Department (OFD) have invested many hours working together to identify inefficiencies, find solutions, and have conducted meetings and workshops to best modify Daupler's portal configurations and capabilities. Staff has also invested significant time and resources in training all involved staff. The City now has the latest after-hours call reception and dispatch system, featuring an online portal that enables direct two-way communication between responder and reporting party/ies. The system also provides the capability for reporting parties to upload digital photos of the reported concern, which allows supervisors to provide a rapid assessment of the condition, identifying staff and materials needed for a response, and also ensure the response is performed in the most efficient way possible. Daupler also provides text-based dispatching, mobile and landline caller ID, a searchable call database, GIS (Geographic Information System) overlay "hot spot" mapping capabilities, and direct management dispatch capability. Daupler can also provide backup 311 call center services in the event of holidays and unexpected outages, and can also serve as an "overflow" call reception and dispatching system during periods of high call volumes, such as high wind and storming events. The Daupler system best meets the needs of City staff, residents, and businesses, and the cross-functional City team is well trained on this tool and is able to utilize the system for fast, efficient, and effective responses by OPW and OakDOT to after-hours calls for emergency support from Oakland residents and businesses. The Daupler system also provides these additional capabilities:

- Prompt 24/7 emergency call validation and onsite documentation of emergency
- Crew dispatch telephonically or digitally via smartphone application with work order
- Detailed, sequenced text-based instructions, and GPS directions
- Second level after-hours emergency site safety and security
- Immediate and scalable on-demand 24/7 emergency call management and support
- Backup support/augmentation for OAK311 and Fire Dispatch call centers
- Detailed call documentation, call data input/record creation, and call recording
- Capability to accept and respond to after-hours emergencies reported via email or online portal

If the proposed agreement is approved, the City of Oakland will continue to ensure consistent and equitable delivery and documentation of after-hours emergency call dispatch and response, provide the capability for enhanced on-demand call-center support, digital dispatch, and process management including GPS directions, and will enable possible future email or online portal emergency reporting capabilities, save City the RFP/advertising cost, and City Purchasing/Contracting staff time. Continuing Daupler Inc's services will save the City approximately \$100,000 on a new software development and hundreds of hours of duplicative

City staff time in meetings, software testing, and feature modifications, and still not have the capabilities of the existing Daupler system.

Alternatively, if the proposed agreement is not approved, the City will have to conduct a request for proposal ("RFP") or request for qualifications ("RFQ"), which will take a minimum of **8 to 12 months** to complete. This will put the City at risk of not being able to respond to after-hours emergency calls for service from residents and businesses, will eliminate backup/augmentation support capability call-center services, and will eliminate the ability to digitally dispatch emergency response crews with work order detail, sequenced instructions, and GPS directions via a smartphone application. Not approving this agreement will also eliminate the ability to offer two-way communication between emergency responders and reporting parties and will eliminate the ability of reporting parties to upload digital images and comments/instructions for staff.

The use of these funds will advance the citywide priorities of **vibrant, sustainable infrastructure** and improving the **quality of life**.

FISCAL IMPACT

Annual Funding of **\$270,000** starting Fiscal Year 25-26 for the initial agreement of \$810,000 and two-years extension of \$540,000 totaling \$1,350,000 is available in Fund 3100 - Sewer Service Fund, 30533 - Infrastructure Maintenance: Sewer System, Contract Services Accounts (54XXX – to be determined), Project 1000010 and 1001676.

Approval of this proposed resolution **does not impact the General-Purpose Fund (1010)** and **will not** result in the additional appropriation of funds.

PUBLIC OUTREACH / INTEREST

No outreach was deemed necessary for the proposed policy action beyond the standard City Council agenda noticing procedures.

COORDINATION

The Oakland Public Works Department prepared the requested action. This report and resolution were reviewed by the Office of the City Attorney and the Budget Bureau.

SUSTAINABLE OPPORTUNITIES

Economic: The proposed Resolution saves the City RPF/Advertising cost, City time.

Environmental: *The proposed Resolution has no impact on the environmental changes*

Race and Equity: The proposed Resolution will ensure the City responds to all after-hours emergency calls throughout the City, including vulnerable front-line communities.

CALIFORNIA ENVIRONMENTAL QUALITY ACT (CEQA)

This action is exempt from the California Environmental Quality Act (CEQA) under the following CEQA Guideline Sections: Section 15060(c)(2) (no direct or reasonably foreseeable indirect physical change in the environment); Section 15061(b)(3) (no significant effect on the environment); Section 15301 (existing facilities); Section 15307 (protection of natural resources); Section 15308 (protection of the environment); and Section 15309 (inspections), each of which provides a separate and independent basis for CEQA clearance and when viewed collectively provide an overall basis for CEQA clearance.

ACTION REQUESTED OF THE CITY COUNCIL

Staff Recommends That The City Council Adopt The Following Resolution:

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- 3) Making Appropriate California Environmental Quality Act (CEQA) Findings

For questions regarding this report, please contact Richard Battersby, Assistant Director, Oakland Public Works, at (510) 615-5856.

Respectfully submitted,



Josh Rowan (Sep 15, 2025 21:26:57 PDT)

Josh Rowan
Interim Director, OPW

Prepared by:
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Oakland Public Works