



AGENDA REPORT

TO: Jestin D. Johnson
City Administrator

FROM: Floyd Mitchell
Chief of Police

SUBJECT: Immix Technology (Telestaff)
Professional Services
Contract

DATE: October 06, 2025

City Administrator Approval


[Jestin Johnson \(Oct 22, 2025 15:57:30 PDT\)](#)

Date: 10/22/2025

RECOMMENDATION

Staff Recommends That The City Council Adopt A Resolution Authorizing The City Administrator To:

- (1) Enter Into A Professional Services Agreement With Immix Technology, Inc. (Telestaff), For A Total Amount Not To Exceed Sixty-Seven Thousand Dollars (\$67,000) November 20, 2025 To November 19, 2026 To Provide Software Services;**
- (2) Approve A Future Spending Authority of Two Hundred and Twenty-Five Thousand Dollars (\$225,000) From November 20, 2026 To November 19, 2029 For The Oakland Police Department's Telestaff Software Application To Schedule and Monitor Staff Primarily Assigned To Patrol, And;**
- (3) Waiving The Competitive Request For Proposal/Qualifications (RFP/Q) And The Local/Small/Local Business Enterprise Program Requirements.**

EXECUTIVE SUMMARY

Staff recommends that the City Council adopt the proposed resolution authorizing the City Administrator to execute a professional services agreement with Immix Technology, Inc. (Telestaff) in an amount not to exceed sixty-seven thousand dollars (\$67,000) November 20, 2025 to November 19, 2026. The resolution further authorizes a spending authority of up to two hundred twenty-five thousand dollars (\$225,000) over the subsequent three years November 20, 2026 to November 19, 2029 to support the continued use and maintenance of the Telestaff application. Telestaff provides the Oakland Police Department (OPD) with a scheduling and workforce coordination tool designed to ensure compliance with safety standards and human resources processes.

BACKGROUND / LEGISLATIVE HISTORY

The Oakland Police Department (OPD) currently utilizes the Telestaff system, which was initially implemented as a scheduling tool for Patrol staff. Since 2019, the Department has piggybacked

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off of a contract purchasing agreement (based upon the City of Oakland Municipal Code Section 2.04.08 Cooperative Purchasing Agreement) to use the same purchasing and agreement terms for Immix Technology, Inc. This software is used to enhance officer safety and enable the ability to track and locate officer assignments. Over time, as the system became fully integrated into daily operations, its use expanded beyond patrol. Telestaff is now employed across multiple units as a resource for staff to request and monitor time off, while also allowing supervisors to efficiently manage assignments and ensure full coverage of patrol operations. This is the first time OPD is entering into its own contract with Immix Technology.

ANALYSIS AND POLICY ALTERNATIVES

This policy action advances the Citywide priorities of **responsive and trustworthy government**. The Oakland Police Department (OPD) utilizes the Telestaff application as a critical tool for managing staffing assignments and ensuring officer safety. Originally implemented to coordinate ground-level patrol assignments, the system now supports a broad range of operational and administrative functions. Telestaff assists the OPD Human Resources Section in monitoring assignments, tracking promotions, transfers, and reassignments, and ensuring all members are accounted for and their locations are known. The application is also essential for urgent planning scenarios, internal investigations (Internal Affairs cases), supervisor oversight, and identifying staff with specialized skills such as bilingual capabilities or certifications for specialized law enforcement equipment.

The features and historical data embedded in Telestaff provide capabilities not easily replicated by other vendors. Transitioning to an alternative system would require an estimated nine (9) to twelve (12) months, during which time the Department would face significant logistical challenges in training nearly 1,000 personnel, maintaining stable patrol schedules, and safeguarding critical human resources data. Given these operational risks and the unique value of the Telestaff platform, OPD requests that the City Council waive the Local/Small Local Business Enterprise (L/SLBE) requirements to allow continued contracting with Immix Technology, Inc. for this essential service.

Use Cases

Bilingual skills

When OPD needs to provide assistance in a language other than English, the Telestaff system is used to identify personnel who meet the language requirement and are currently on shift, so they can be assigned to assist. Once identified, the request for a bilingual speaker is relayed to Communications and broadcast over the radio for all members to hear and respond to.

Internal Affairs Bureau Cases

Nearly all Internal Affairs Bureau cases rely on data from Telestaff during the course of an investigation. The information contained in the system provides critical evidence by verifying and confirming when and where an individual was assigned and working during a specific shift. Telestaff records display all assignments for police personnel, both in the field and in administrative roles.

Supervisory Submissions and Monitoring

Supervisory and command staff have access to Telestaff's calendar, scheduling, and assignment features to monitor personnel while on duty. Supervisors can approve or deny time-off requests while ensuring adequate coverage in both field and in-house operations. They can also review employee profiles to identify special skills, such as language proficiency or specialized training.

Employee Summary

Employee access to Telestaff allows staff to view their unit roster, confirm their assignments, submit time-off requests and record absences due to illness, vacation, or special assignments. This functionality also provides supervisors with a valuable tool to ensure sufficient coverage across policing areas.

Waiver of competitive multi-step proposal solicitation and of the Local/Small local business (L/SLBE) participation requirements

Oakland Municipal Code ("OMC") Title 2, Chapter 2, Article I, section 2.04.042 B. requires that the City Administrator conduct a competitive multiple-step proposal solicitation process for the acquisition of technical professional services.

OMC section 2.04.042 D. provides that the City Council may waive the competitive multiple step proposal solicitation process upon a recommendation of the City Administrator and finding and determination by the City Council that it is in the best interests of the City to waive the competitive multi-step proposal solicitation requirement.

The City Council adopted the Local/Small Local Business Enterprise (L/SLBE) Program, Ordinance No. [13647](#) C.M.S., which requires a minimum fifty-percent (50%) participation for all professional service contracts valued at or over fifty thousand dollars (\$50,000) when there are at least three certified businesses listed in the industry, trade, or profession that constitutes a major category of work; and if at least three L/SLBEs are not certified, then the requirement is either waived, or the 50% requirement may be set at a percentage from 50 % to 0%, but not less than 20% if at least one L/SLBE is certified and available.

However, the Council may, in its discretion, waive the requirements of the L/SLBE Program when it is in the best interest of the City to do so. Immix Technology, Inc., the contractor which is based in Virginia, has a long standing and satisfactory history of working with the Oakland Police Department. In consideration of the specific, historic and technical nature of the required work on this project, the time constraints, the long and ongoing work established with this contractor, and the critical application which will benefit the City, OPD and Oakland residents, staff has determined that requesting waivers of the competitive multi-step proposal solicitation and Local/Small Local Business Enterprise (L/SLBE) requirements are justified.

Therefore, staff recommends that it is in the best interest of the City to waive the competitive multiple-step proposal solicitation process and the LBE/SLBE requirements because of the reasons set forth in this report and in the resolution that accompanies it.

FISCAL IMPACT

The first year of the application's costs will be funded through OPD's current FY 2025–2026 budget, which includes sixty-seven thousand dollars (\$67,000) allocated for Telestaff under the Research and Planning Organization 102140, Operations and Maintenance Account (O&M) 54919. While OPD is requesting a spending authority of up to two hundred twenty-five thousand dollars (\$225,000) November 2026 to November 2029, the Department will evaluate actual needs during each bi-annual budget cycle and submit funding requests that align with operational requirements. OPD acknowledges that funding beyond year one is not guaranteed.

Funding for FY 2025/2026 will be available through the General-Purpose Fund (1010), Research and Planning Organization (102140), Project (1000008), Account (54919), with future years being budgeted via General-Purpose Fund (1010), Research and Planning Organization (102140), Project (1000008), Account (54919).

PUBLIC OUTREACH / INTEREST

Because this is an internal system focused on supporting OPD internal operations, this item does not require additional public outreach, other than posting.

COORDINATION

This report and legislation have been reviewed by the Oakland Police Department, Office of the City Attorney, and the Budget Bureau.

PAST PERFORMANCE, EVALUATION, AND FOLLOW-UP

OPD has been able to consistently use Telestaff to schedule members' schedules, including time off requests, and monitor their assigned positions over the last few years. Telestaff will be updating their product at the end of this year and OPD will reevaluate the effectiveness of the product after that update. ITU has also consulted with ITD on the Telestaff product and ITD believes it would be beneficial for OFD and OPD to have scheduling services through the same vendor.

SUSTAINABLE OPPORTUNITIES

Economic: Ensuring that cost-effective systems and platforms are available to City staff for daily use to better serve City of Oakland residents as policing touches related applications. Maintaining existing systems appropriately is the most efficient solution for the city.

Environmental: Immix Technology (Telestaff) is a software (database) application and uses digital transactions that reduce the need for traditional printing and copying.

Race & Equity: Since Telestaff helps the department monitor assignments and schedules there are no apparent potential disparities.

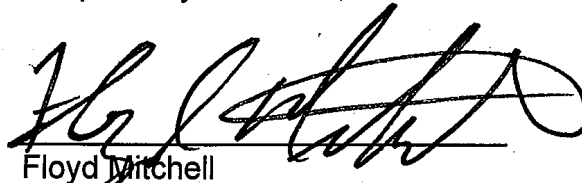
ACTION REQUESTED OF THE CITY COUNCIL

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For questions regarding this report, please contact Dr. Carlo Beckman, Project Manager II, at Cbeckman@oaklandca.gov.

Respectfully submitted,



Floyd Mitchell
Chief of Police
Oakland Police Department

Reviewed by:
Dr. Carlo Beckman, Project Manager II
IT/Research and Planning

Lea Rubio, Administrative Analyst II
Oakland Police Department, Human Resources
Section

Prepared by:
Dr. Tracey Jones, Police Services Manager
OPD, Research and Planning