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OAKLAND

2016 NOV -3 PM 4: 54

# AGENDA REPORT

**TO:** Sabrina B. Landreth  
City Administrator

**FROM:** Anthony W. Finnell  
Executive Director

**SUBJECT:** Citizens' Police Review Board  
Database and Case Management  
System

**DATE:** October 20, 2016

City Administrator Approval

Date:

11/3/16

## RECOMMENDATION

**Staff Recommends That The City Council Adopt A Resolution To Waive Advertising, Bidding and the Request For Proposals/Qualifications requirements and authorize the City Administrator, or designee, to Enter Into A Contract With Microsoft Corporation For The Purchase of Professional Services, Software and License To Build The Citizens' Police Review Board Database And Case Management System Modeled After the Oakland Police Department's Second Generation Early Warning System and Technology Platform ("IPAS2") System In The Amount of One Hundred-Thirty Thousand Dollars (\$130,000).**

## EXECUTIVE SUMMARY

In consultation with the Information Technology Department it has been determined the most efficient and cost effective method to develop the CPRB's database and case management system would be to replicate the OPD's IPAS 2 System and technology platform with customization to address the specific needs of the CPRB.

Because the City has an existing contract with Microsoft Corporation to build IPAS2, staff is seeking authorization to amend Resolution No. 85222 C.M.S., to include professional services for Phase 2 of the CPRB project which is to create the new database and case management System, largely modeled after IPAS2 but customized to fit the specific requirements of CPRB. Funding for this project in an amount not to exceed \$130,000 is available, and there is no impact to the General Fund.

Item: \_\_\_\_\_  
Public Safety Committee  
November 15, 2016

## **BACKGROUND / LEGISLATIVE HISTORY**

The Citizens' Police Review Board was originally created by Ordinance No. 9916 C.M.S., on April 15, 1980, for the purpose of reviewing certain complaints of conduct by police officers, conducting fact-finding investigations of these complaints, and thereafter making advisory reports to the City Administrator of the facts of these complaints.

The current database system used by the Citizens' Police Review Board (CPRB) was deemed to be inadequate, and the case management system non-existent, which resulted in the development of a new database and case management system (System). Phase 1 of the development project began on January 17, 2016 with the hiring of a Business Analyst to review the CPRB's business requirements. Phase 1 concluded on March 31, 2016 with the Business Analyst delivering a detailed report which outlined the complete business solution needed by the CPRB in order to report on complaint statistics and demographics, warehouse the data, interface with Oakland Police Department (OPD) Internal Affairs Division (IAD), and to provide overall case management for CPRB investigators and supervisors.

On October 21, 2014, the City Council approved Resolution No. 85222 C.M.S., which awarded a contract to Microsoft Corporation to design, develop and implement the Oakland Police Department's second generation Early Warning System and technology platform (IPAS2) project, also known as PRIME.

## **ANALYSIS AND POLICY ALTERNATIVES**

The current Citizens' Police Review Board's database system consists of a series of Microsoft ACCESS databases, separate from one another, and each containing inconsistent data making it extremely difficult to compare one year's data with another in a meaningful manner. The CPRB does not have a case management system in place. And, implementing a new database and case management system will allow the CPRB to implement a single scalable technology that consolidates many silos of information with advanced search capabilities and better collaboration and information sharing with stakeholders within the City of Oakland.

The plan is to create the CPRB System largely by copying PRIME and customizing it to fit CPRB-specific requirements – and to also write new software to exchange certain, select information between the Oakland Police Department Internal Affairs Division (IAD) part of PRIME and the CPRB System. While City Information Technology Department (ITD) developers will do the computer programming necessary to adapt PRIME to meet the needs of the CPRB System, they will need consulting from Microsoft to help them learn the PRIME system enough to modify it and to build the new modules needed.

To address the need for Microsoft consulting resources, City ITD requested Microsoft to draft a contract detailing the projected time and materials the City will need for this project. Time and materials means the City pays only for the time Microsoft actually spends on the project. Additionally, an ITD City Project Manager will be assigned to lead the project. The Project

Manager will closely monitor Microsoft's time – with a goal of completing the project well under the budgeted cost of \$130,000.

Although the new CPRB System will be built on the PRIME platform, the new system will not provide CPRB with access to any confidential information, such as personnel information, which the CPRB enabling ordinance specifically prohibits CPRB from receiving. Rather, the CPRB System will collect the same information the CPRB currently collects; the information will simply be accessed differently. Given that the new CPRB System will not expand or alter the type and/or quantity of information to which the CPRB has access, the City is not required to "meet and confer" with the OPOA over the decision to implement the new system. Although the City need not engage in meet and confer, we intend to discuss the new system with the union.

The new CPRB System is designed to function independent of whether the ballot measure to create a civilian run police commission in Oakland, Measure LL, passes or not. The need to collect and analyze investigative information, and then report these findings to the community stakeholders will prove to be beneficial to civilian oversight of the Oakland Police Department and the new CPRB System will facilitate this process more efficiently.

#### **Request for Waiver of Advertising, Competitive Bidding and Request For Proposals/Qualifications (RFP/Q) Requirements**

OMC Section 2.04.050 requires advertising and competitive bidding for contracts when the City purchases services, supplies, and equipment, or a combination thereof, such as the purchase of products, software and related equipment, when the purchase amount exceeds \$50,000 and requires the award to the lowest responsive bidder if award is made. OMC Section 2.04.051.A requires staff to conduct a competitive Request For Proposals/Qualifications process for the procurement of professional services. OMC Section 2.04.050 I.5 provides an exception to the advertising and competitive bidding requirement, and similarly, OMC 2.04.051.B authorizes the City Council to waive the RFP/Q requirement, upon a finding that it is in the best interests of the City to do so.

It is in the best interests of the City to waive advertising and competitive bidding and the RFP/Q requirements for the purchase of professional services, software and license because the City has an existing contract with Microsoft to build PRIME that was authorized by City Council under Resolution No. 85222 C.M.S. The CPRB System will be designed after the PRIME platform, with customization to fit the specific needs of the CPRB. As the builder of PRIME, Microsoft will have the technical expertise to provide the consultation necessary for the ITD staff as they build the CPRB System. It will take at least 6 months to do an RFP process and the CPRB is in critical need to have this system up and running. If the CPRB has to wait for the RFP and the system to be built out then it could easily double the time span. This process will save a considerable amount of time and financial resources, and result in a more efficient flow of complainant information between OPD and the CPRB.

### **FISCAL IMPACT**

The total cost for this Phase of the project shall not exceed \$130,000. It is anticipated the actual cost will be less than this amount. Funds for this project are available in CPRB's existing budget in the General Purpose Fund (1010), Citizens' Police Review Board Organization (02211), Miscellaneous Contract Services Account (54919), CPRB – Investigation Project (P471310) and Citizens Police Review Board Program (IP06)

### **PUBLIC OUTREACH / INTEREST**

Other than posting on the City's website, this item does not require additional public outreach.

### **COORDINATION**

This report was prepared in coordination with the City Administrator's Office, the Office of the City Attorney, the Controller's Bureau, and the Information Technology Department.

### **SUSTAINABLE OPPORTUNITIES**

***Economic:*** There are no identifiable economic opportunities associated with this report.

***Environmental:*** There are no identifiable environmental opportunities associated with this report.

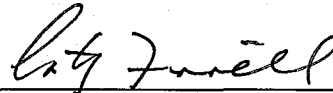
***Social Equity:*** The Citizens' Police Review Board strives to provide the community with a public forum to voice its concerns on policy matters and individual cases alleging police misconduct, through a mechanism of independent, impartial, fair, and transparent civilian oversight. The ability to capture and analyze data more effectively will prove beneficial to all Oaklanders going forward.

**ACTION REQUESTED OF THE CITY COUNCIL**

Staff Recommends That The City Council Adopt A Resolution To Waive Advertising, Bidding and the Request For Proposals/Qualifications requirements and authorize the City Administrator, or designee, to Enter Into A Contract With Microsoft Corporation For The Purchase of Professional Services, Software and License To Build The Citizens' Police Review Board Database And Case Management System Modeled After the Oakland Police Departments Second Generation Early Warning System and Technology Platform ("IPAS2") System In The Amount of One Hundred-Thirty Thousand Dollars.

For questions regarding this report, please contact Anthony W. Finnell, Executive Director, at [afinnell@oaklandnet.com](mailto:afinnell@oaklandnet.com) or (510) 238-7401.

Respectfully submitted,



Anthony W. Finnell  
Executive Director, CPRB

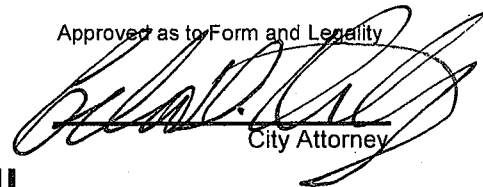
Reviewed by:  
Ahsan Baig  
Deputy Chief Information Officer  
Information Technology Department

Prepared by:  
Anthony W. Finnell, Executive Director  
Citizens' Police Review Board (CPRB)

2016 NOV -3 PM 4:50

# OAKLAND CITY COUNCIL

Approved as to Form and Legality



City Attorney

RESOLUTION No. \_\_\_\_\_ C.M.S.

**RESOLUTION WAIVING THE COMPETITIVE SELECTION REQUIREMENTS AND AUTHORIZING THE CITY ADMINISTRATOR OR DESIGNEE TO ENTER INTO A CONTRACT WITH MICROSOFT CORPORATION FOR THE PURCHASE OF PROFESSIONAL SERVICES, SOFTWARE AND LICENSE, TO BUILD THE CITIZENS' POLICE REVIEW BOARD DATABASE AND CASE MANAGEMENT SYSTEM MODELED AFTER THE OAKLAND POLICE DEPARTMENT'S SECOND GENERATION EARLY WARNING SYSTEM AND TECHNOLOGY PLATFORM ("IPAS2") SYSTEM IN THE AMOUNT OF ONE HUNDRED-THIRTY THOUSAND DOLLARS (\$130,000)**

**WHEREAS**, the current Citizens' Police Review Board's (hereafter "CPRB") database system consists of a series of Microsoft ACCESS databases, separate from one another, each containing inconsistent data making it extremely difficult to compare one year's data with another in a meaningful manner; and

**WHEREAS**, the CPRB does not have a case management system in place; and

**WHEREAS**, implementing a new database and case management system will allow the CPRB to implement a single scalable technology that consolidates many silos of information with advanced search capabilities and better collaboration and information sharing with stakeholders within the City of Oakland; and

**WHEREAS**, Microsoft Corporation was previously selected by a committee including representatives from the Information Technology Department and Contracts and Compliance via a Request for Proposal process, and was determined to be qualified to provide professional services directly related to the creation of such a database and case management system known as the IPAS 2 System for the Oakland Police Department ("OPD"); and

**WHEREAS**, Microsoft Corporation is an information technology industry leader with a proven track record of success in implementing large scale technology solutions for governmental agencies; and

**WHEREAS**, the City Council authorized Microsoft Corporation, under Resolution No. 85222 C. M. S., dated October 21, 2014, to perform design, development and implementation of information technology work and professional services for the OPD's IPAS 2 System ; and

**WHEREAS**, in consultation with the Information Technology Department it has been determined the most efficient and cost effective method to develop the CPRB's database and

case management system would be to replicate the OPD's IPAS 2 System and technology platform with customization to address the specific needs of the CPRB; and

**WHEREAS**, the CPRB staff is seeking authorization to amend Resolution No. 85222 C.M.S., to include professional services for the CPRB to create the new database and case management System, largely modeled after the IPAS 2 System but customized to fit the specific requirements of CPRB; and

**WHEREAS**, Oakland Municipal Code (OMC) section 2.04.042 requires a competitive selection process for the purchase of computerized/information technology systems (combined purchase of products and professional services; and

**WHEREAS**, OMC Section 2.04.042 D. permits the Council to waive these requirements upon a finding and determination that it is in the best interests of the City to do so; and

**WHEREAS**, the City Council finds and determines based on the representations set forth in the City Administrator's report accompanying this Resolution that the contract approved hereunder is temporary in nature; and

**WHEREAS**, the City lacks the equipment and qualified personnel to perform the necessary work, that the performance of this contract is in the public interest because of economy or better performance and that this contract is of a professional, scientific or technical nature; and

**WHEREAS**, the City Council finds and determines that the performance of this contract shall not result in the loss of employment or salary by any person having permanent status in the competitive service; and

**WHEREAS**, the cost of this project shall not exceed \$130,000 and will not impact the general fund as funds have been previously budgeted and shall be drawn from account 1.1010.02211.54919.P471310.IP06; now, therefore be it

**RESOLVED:** that the City Council finds and determines that pursuant to Oakland Municipal Code sections 2.04.042 D. that it is in the best interests of the City to waive the competitive process requirements for the purchase of the new database and case management System, largely modeled after the IPAS 2 System but customized to fit the specific requirements of CPRB under the proposed agreement because: the City has an existing contract with Microsoft to build PRIME that was authorized by Council under Resolution No. 85222 C.M.S. therefore, the City Council hereby authorizes the waiver of the OMC advertising, bidding and RFP/Q competitive selection requirements; and be it

**RESOLVED:** That the City Council hereby amends Resolution No. 85222 C.M.S., to include the purchase of professional services, software and license to build the Citizens' Police Review Board database and case management System modeled after the IPAS2 System, in an amount not to exceed \$130,000; and be it

**FURTHER RESOLVED:** That funds for this project are available and shall be drawn from the CPRB existing budget 1.1010.02211.54919.P471310.IP06; and be it

**FURTHER RESOLVED:** That the City Administrator is hereby authorized to execute any amendments or modifications to said agreement with the exception of those related to an increase in total compensation or the allocation of additional funds, and provided that such amendments or modifications shall be reviewed by the City Attorney and filed with the City Clerk's Office.

IN COUNCIL, OAKLAND, CALIFORNIA, \_\_\_\_\_, 2016

**PASSED BY THE FOLLOWING VOTE:**

AYES – BROOKS, CAMPBELL WASHINGTON, GALLO, GUILLEN, KALB, KAPLAN, REID, AND PRESIDENT GIBSON-MCELHANEY

NOES –

ABSENT –

ABSTENTION –

ATTEST: \_\_\_\_\_  
LaTonda Simmons  
City Clerk and Clerk of the Council  
of the City of Oakland, California