

C-8

July 5, 2022

HONORABLE MAYOR AND CITY COUNCIL
City of Long Beach
California

RECOMMENDATION:

Adopt a Resolution authorizing the City Manager, or designee, to execute an agreement, and any necessary documents including subsequent amendments, with Sivil Technologies, Inc., of Los Angeles, CA, for a case management platform to be utilized by Citizen Police Complaint Commission (CPCC) staff, at no cost to the City of Long Beach, for a period of two years, with the option to extend for three additional one year periods, at the discretion of the City Manager. (Citywide)

DISCUSSION

City Council approval is requested to enter into an agreement with Sivil Technologies, Inc. (Sivil), for pro bono services to allow the City of Long Beach (City) to utilize their cloud-based case management platform to manage CPCC complaint investigations. Between 2020 and 2022 CPCC staff in the City Manager's Office have worked with Technology and Innovation Department (TID) staff to test a demo of the Sivil case management platform, and to customize the software to better meet the City's CPCC case management needs. Based on CPCC and TID staff's assessment over the two years of beta testing this software, Sivil has significant advantages. The Sivil platform provides user-friendly and secure case management, provides the public with online access to file police complaints or compliments to staff, and includes an online dashboard that allows the public to track CPCC case statistics in real time. More importantly, the system allows complainants to track the investigation progress of their individual case online.

Sivil is offering their platform to the City at no cost, due to City staff testing their demo from the ground up and providing monthly feedback since December 2020. City staff will also provide monthly feedback to Sivil throughout the use of their platform and will participate in providing necessary information for a case study Sivil may disseminate to third parties and the public. Sivil will be allowed to use the City's name, only, in connection with marketing or promotional materials for their platform.

Sivil Technologies has been cleared through TID's extensive Vendor Information Security Assessment (VISA) and a software agreement has been drafted by the City Attorney's Office and reviewed and accepted by Sivil Technologies. If approved, CPCC staff will begin the transition from the current case management software to Sivil Technologies' case management platform.

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This matter was reviewed by Deputy City Attorney Anita Lakhani on June 16, 2022 and by Budget Operations and Development Manager Rhutu Amin Gharib on June 9, 2022.

TIMING CONSIDERATIONS

City Council action is requested on July 5, 2022, to enter into an agreement and transition to Sivil's case management cloud platform.

FISCAL IMPACT

There is no fiscal impact associated with this recommendation. The City will have the ability to use the Sivil case management platform at no cost, in perpetuity. Technical assistance, upgrades, and maintenance will be provided at no cost through Sivil Technologies. The continued implementation of the Sivil Technologies platform is expected to result in efficiencies for CPCC staff. This recommendation has no staffing impact beyond the normal budgeted scope of duties and is consistent with existing City Council priorities. There is no local job impact associated with this recommendation.

SUGGESTED ACTION:

Approve recommendation.

Respectfully submitted,



THOMAS B. MODICA
CITY MANAGER

ATTACHMENT - RESOLUTION

OFFICE OF THE CITY ATTORNEY
CHARLES PARKIN, City Attorney
411 West Ocean Boulevard, 9th Floor
Long Beach, CA 90802-4664

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RESOLUTION NO.

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF LONG BEACH AUTHORIZING THE CITY MANAGER, OR DESIGNEE, TO EXECUTE A CONTRACT AND ANY AMENDMENTS THERETO WITH SIVIL TECHNOLOGIES, INC. FOR THE USE OF A CASE MANAGEMENT PLATFORM FOR A PERIOD OF TWO YEARS WITH THE OPTION TO EXTEND FOR THREE ADDITIONAL ONE YEAR PERIODS

WHEREAS, the City of Long Beach ("City") desires to enter into an agreement with Sivil Technologies, Inc. ("Sivil") for pro bono services to allow the City to utilize its cloud-base case management platform to manage Citizen Police Complaint Commission ("CPCC") complaint investigations;

WHEREAS, Sivil is offering its platform to the City at no cost, due to staff testing its demo and providing monthly feedback since December 2020;

WHEREAS, software licensing, technical assistance, upgrades and maintenance will be provided at no cost through Sivil Technologies; and

WHEREAS, based on CPCC and Technology and Innovation Department staff's assessment over the past two years of beta testing Sivil's software, Sivil has significant advantages over the software currently used by CPCC staff and staff desires to formalize such agreement.

NOW, THEREFORE, the City Council of the City of Long Beach resolves as follows:

Section 1. The above recitals are true and correct and are incorporated herein.

Section 2. The City Manager, or designee, is hereby authorized to enter

OFFICE OF THE CITY ATTORNEY
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1 into a contract and any amendments thereto with Sivil Technologies, Inc. for the use of
2 case management platform at no cost for a period of two years with the option to extend
3 for three additional one-year periods.

4 Section 3. This resolution shall take effect immediately upon its adoption
5 by the City Council, and the City Clerk shall certify the vote adopting this resolution.

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7 I hereby certify that the foregoing resolution was adopted by the City Council
8 of the City of Long Beach at its meeting of _____, 2022 by the
9 following vote:

10
11 Ayes: Councilmembers: _____

12 _____

13 _____

14 _____

15 Noes: Councilmembers: _____

16 _____

17 Absent: Councilmembers: _____

18 _____

19 Recusal(s): Councilmembers _____

20 _____

21 _____

22 _____

City Clerk

23 _____

24 _____

25 _____

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