



Legislation Text

File #: 22-0734, **Version:** 1

Recommendation to adopt resolution authorizing 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)

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.

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.

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

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.

Approve recommendation.

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THOMAS B. MODICA
CITY MANAGER