



Legislation Text

File #: 22-0429, **Version:** 1

Recommendation to adopt resolution authorizing City Manager, or designee, to execute a contract, and any necessary documents including any necessary subsequent amendments, with Tevora Business Solutions of Irvine, CA, for the creation of the Resident ID Management pilot system for residents to access multiple City of Long Beach services, at no cost to the City, for a maximum six-month pilot period. (Citywide)

City Council approval is requested to enter into a contract with Tevora Business Solutions for the delivery of a pilot single sign-on platform for residents.

In the aftermath of the COVID-19 pandemic, providing simple and accessible digital services is critical for all Long Beach stakeholders. Implementation of this program will integrate several online City of Long Beach (City) services within one online portal. This will create a community-friendly, web-based portal for accessing resident facing applications and provide the Long Beach community with the ability to sign into multiple City applications and eliminate the need for separate login information for different City services. This contract provides an opportunity to conduct a pilot that advances the City's equity goals through the adoption of proactive accessibility and inclusivity practices that ensure civic technology benefits to the Long Beach community, specifically those who face barriers accessing in-person City services.

This project aligns with the Smart City Initiative by allowing the City and a technology company to collaborate to address a civic challenge through the use of emerging technology with a focus on improving resident access to multiple City services. The six-month pilot period will be at no cost to the City.

This pilot opportunity is part of the City's 2021 Smart City Challenge, which follows the principles of a challenge-based procurement, where City staff articulate their challenge without prescribing how they want it solved and interested submitters have the opportunity to respond with proposed solutions. It was powered by the Startup in Residence (STIR) program (<https://www.cityinnovate.com/stir/start>), which enables City Departments to collaborate with technology companies to address some of our civic problems. The pilot projects are intended to provide City staff with the opportunity to quickly understand how the City may adopt technology and leverage partnerships to drive innovative service delivery for our residents. Interested proposers were requested to provide summarized information about their proposed solution, with the full scope and details of the solution finalized through subsequent rounds of interviews and scoping conversations.

The Pilot Opportunity was advertised via a variety of methods using the STIR platform and

our City online bid platform, with twelve (12) potential proposers specializing in identity access management software notified of the pilot opportunity. Information about the pilot opportunity was additionally made available through the Technology and Innovation Department's Smart City Program, located on the seventh floor of City Hall and the program's website at www.longbeach.gov/smartcity <<http://www.longbeach.gov/smartcity>> and the Purchasing Division, located on the sixth floor of City Hall, and the Division's website at www.longbeach.gov/purchasing <<http://www.longbeach.gov/purchasing>>. An announcement was also included in the Purchasing Division's weekly update of Open Bid Opportunities, which is sent to thirty-seven (37) local, minority-owned, and women-owned business groups. There were twelve (12) responses received by the May 7, 2021 deadline. The determination was made that *Tevora Business Solutions*, of Irvine, California, was the most qualified to meet the City's challenge.

Tevora Business Solutions is an established leader in cyber security and identity and access management (IAM). Tevora Business Solutions is a specialized management consultancy focused on cyber security, risk, and compliance services, and centralized data access and multi-factor authentication method. Tevora's combination of collaborative strategic planning and skillful execution make them a trusted partner to several communities throughout California and some of the most famous brands in the world. Tevora Business Solutions is partnering with Okta, a learning identity management software organization, to implement this pilot project. By strengthening standards of transparency and accountability, the Smart City Initiative works to ensure that all residents, regardless of technical ability, can trust the tools that are tested and deployed by City officials. This includes investing in digital literacy, codifying robust privacy and data security standards, and partnering with communities to develop a collaborative approach to deploying civic technology. Tevora Business Solutions will develop a solution to provide identity management and digital access to City services for our residents, businesses, and visitors through a community-friendly platform, which is consistent with the goals of the Smart City Initiative.

City Charter Section 1807 permits the City to authorize and award negotiated contracts based on competitive proposals for electronic data processing and telecommunication equipment systems, subsystems and related materials, goods and services when authorized by a Resolution adopted by the City Council. In this case, a competitive process was provided and facilitated through the STIR platform.

Local Business Outreach

To align with the City's outreach goal, Long Beach businesses are encouraged to submit proposals for City contracts. The Purchasing Division also assists businesses with registering on the PlanetBids database to download Bid and RFP specifications, and in this case, also aided, as needed, regarding the STIR platform. The Purchasing Division is committed to continuing to perform outreach to local vendors to expand the bidder pool.

This matter was reviewed by Deputy City Attorney Erin Weesner-McKinley on March 24,

2022, Purchasing Agent Michelle Wilson on March 17, 2022, and by Budget Operations and Development Officer Rhutu Amin Gharib on March 30, 2022.

City Council approval to adopt a Resolution and execute an agreement concurrently is requested on April 19, 2022 to initiate the six-month pilot program.

This recommendation has no fiscal impact. The pilot services by Tevora Business Solutions will be provided to the City at no cost. This recommendation has no staffing impact beyond the normal budgeted scope of duties and is consistent with City Council priorities There is no local job impact associated with this recommendation

Approve recommendation.

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APPROVED:

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CITY MANAGER