

July 16, 2024

Honorable Mayor and City Council  
City of Long Beach  
California

**RECOMMENDATION:**

Recommendation to adopt Specifications No. RFP TI-23-210 and award a contract to KloudGin, Inc., of Sunnyvale, CA, for software and professional services for implementation of a Mobile Field Services solution, in an amount not to exceed \$231,615, authorize a one-time installation cost of \$370,048 with a 5% contingency in the amount of \$18,502, for a total contract amount not to exceed \$620,165, for a period of three years, with the option to renew for two additional one-year periods, at the discretion of the City Manager; and, authorize the City Manager, or designee, to execute all documents necessary to enter into the contract, including any necessary subsequent amendments;

Increase appropriation in the General Services Fund Group in the Technology and Innovation Department by \$388,550 offset by a transfer of funds from the Department of Public Works; and,

Increase appropriation in the Refuse/Recycling Fund Group in the Department of Public Works by \$373,008 offset by funds available to transfer to the General Services Fund Group. (Citywide)

**DISCUSSION**

City Council approval is requested to enter into a contract with KloudGin, Inc. (KloudGin) for the purchase and delivery of a new Mobile Field Service software, including implementation and support services, that will meet the needs of the Environmental Services Bureau (ESB) and Public Services Bureau (PSB) in the Department of Public Works. This contract will be used to schedule, assign, and track work for ESB and PSB for tasks such as picking up waste containers and special collections as requested by City of Long Beach (City) residents.

Currently, ESB and PSB utilize an Oracle Mobile Workforce Management (Oracle) system to assign and schedule work in the field as requested by residents. The Oracle platform will no longer be supported by the vendor past March 2025. In addition, the routing and scheduling of the resources to pick up and drop off waste and recycle items is a manual process. There is no automated process to notify office staff of completed or missed pickups, and there is no automation in maximizing the efficiency of field resources among the many activities of ESB and PSB.

The KloudGin software platform will allow the Bureaus to continue servicing field activities requested by residents, and ESB will now be able to route the pick-up and drop off of waste and recycle containers within the single KloudGin platform. The KloudGin platform has the capability for field personnel to automatically inform the office staff of completed and missed pickups. The office staff will be able to schedule another pickup, if necessary, in a more efficient and timely manner as the KloudGin platform will allow the maximizing of all bureau field resources across all field activities. KloudGin has the ability to replace both the retiring Oracle platform and the manual effort to route and dispatch resources picking up and dropping off waste and recycle items.

The Request for Proposals (RFP) was advertised in the Long Beach Press-Telegram on June 6, 2023, and 44 potential proposers specializing in field service software and installation were notified of the RFP opportunity. Of those proposers, 44 downloaded the RFP via the City's electronic bid system. The RFP document was made available from 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 RFP announcement was also included in the Purchasing Division's weekly update of Open Bid Opportunities, which is sent to 44 local, minority-owned, and women-owned business groups. There were 5 proposals received on August 4, 2023. Of those 5 proposers, 1 was Minority-owned Business Enterprise (MBE), 1 was a certified Small Business Enterprise (SBE), none were Women-owned Business Enterprises (WBEs), and none were Long Beach vendors (Local). The selection committee determined that KloudGin, Inc., of Sunnyvale, CA (SBE, MBE), was the most qualified firm to provide the services.

### **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 database to download RFP specifications. Through outreach, 1 Long Beach vendor was notified to submit a proposal. The 1 Long Beach vendor downloaded but did not submit a proposal. 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 Adam Jacobs on June 10, 2024, Administrative Analyst Tommy Ryan on May 28, 2024, and by Budget Analysis Officer Greg Sorensen on June 18, 2024.

### **TIMING CONSIDERATIONS**

City Council action to adopt Specifications No. RFP TI-23-210 and award a contract concurrently is requested on July 16, 2024 to ensure the contract is in place expeditiously.

### **FISCAL IMPACT**

The total amount of the contract will not exceed \$620,165, which includes a one-time installation cost of \$370,048 and a 5% contingency in the amount of \$18,502. The software licensing and support will cost \$45,415 for years one through three, and increases to \$47,685 in years four and five. All five years of support are requested within this contract. The Department of

Technology and Innovation (TID) will manage the project and system implementation, while the total project will be funded by Environmental Services Bureau and Public Services Bureau in the Department of Public Works Department (PW). The breakdown of the project between the Refuse and Recycling and General Funds, is based on the number of personnel budgeted within each fund group. The following table displays the breakdown of costs by Fund Group for the seven years, which will be billed to PW and received as revenue by TID.

| Dept/Fund Group            | %Breakdown  | Project Cost Split |
|----------------------------|-------------|--------------------|
| PW - Refuse/Recycling Fund | 96%         | 595,359            |
| PW - General Fund          | 4%          | 24,807             |
| <b>Total</b>               | <b>100%</b> | <b>620,165</b>     |

|                  | One-Time<br>Implementation Cost | 5%<br>Contingency | Licensing and<br>Support | Total          |
|------------------|---------------------------------|-------------------|--------------------------|----------------|
| Initial Contract |                                 |                   |                          |                |
| Year 1           | 370,048                         | 18,502            | 45,415                   | 433,965        |
| Year 2           |                                 |                   | 45,415                   | 45,415         |
| Year 3           |                                 |                   | 45,415                   | 45,415         |
| Option to Renew  |                                 |                   |                          |                |
| Year 4           |                                 |                   | 47,685                   | 47,685         |
| Year 5           |                                 |                   | 47,685                   | 47,685         |
| <b>Total</b>     | <b>370,048</b>                  | <b>18,502</b>     | <b>231,615</b>           | <b>620,165</b> |

The requested action increases appropriation in the General Services Fund Group in TID by \$388,550 to cover the one-time implementation and contingency. In addition, an increase in appropriation in the Refuse and Recycling Fund Group in PW by \$373,008 is being requested to make a transfer to the General Services Fund Group in TID for the project in the first year. The General Fund portion of the project will be absorbed and not require an appropriation increase. The project will be included in the annual TID Memorandum of Understanding (MOU) beginning in FY 25 through FY 29 for ongoing support and licensing costs.

TID will assess the level of staff resources necessary to support this system as implementation begins and will communicate with partner departments the changing needs that may be requested as part of a future budget development process. 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,



Lea D. Eriksen  
Director  
Technology and Innovation

 FOR

Eric Lopez  
Director  
Public Works

APPROVED:



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THOMAS B. MODICA  
CITY MANAGER