

July 16, 2024

Honorable Mayor and City Council  
City of Long Beach  
California

**RECOMMENDATION:**

Recommendation to adopt Specifications No. RFP TI-23-211 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 \$476,024, authorize a one-time implementation cost of \$404,544 with a 5 percent contingency in the amount of \$20,227, for a total contract amount not to exceed \$900,795 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; and,

Increase appropriations in the General Services Fund in the Technology and Innovation Department by \$424,771, offset by a transfer of funds from Long Beach Utilities. (Citywide)

**DISCUSSION**

City Council approval is requested to enter into a contract with KloudGin, Inc. (KloudGin), for the purchase and delivery of a new cloud-hosted Mobile Field Service software, including implementation and support services, that will meet the needs of Long Beach Utilities (Utilities). This contract will be used to schedule, assign, and track work for tasks such as turning water and/or gas service on and off, water and gas meter replacements, and inspections as requested by City of Long Beach (City) residents.

Currently, Utilities utilizes 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.

The new KloudGin software platform will replace the retiring Oracle platform and allow Utilities to maximize the efficiency of scheduling and assigning work activities over all gas and water field resources. Additionally, it is the same software platform selected for the Environmental Services and Public Service Bureaus, resulting in the City having one common scheduling and assigning software platform across departments and for resident use. The KloudGin platform has previously been integrated at other municipalities with the same customer care platform used by the City. This will shorten the implementation time for KloudGin, as they have a deep understanding of the different field activities that need to be integrated and programmed.

The Request for Proposals (RFP) was advertised in the Long Beach Press-Telegram on June 6, 2023, and 31 potential proposers specializing in field service software and installation were notified of the RFP opportunity. Of those proposers, 21 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 7 proposals received on August 4, 2023. Of those 7 proposers, 1 was a 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.

A selection process was executed by City representatives from Utilities and from the Technology and Innovation Department. All proposals were scored in accordance with the RFP's evaluation criteria, and 4 were subsequently shortlisted to demonstrate their software platform to the selection team. KloudGin, Inc was unanimously selected as the awarded vendor.

### **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, 2 Long Beach vendors were notified to submit proposals, of which 2 downloaded and none submitted 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 24, 2024, and by Budget Analysis Officer Greg Sorensen on June 12, 2024.

### **TIMING CONSIDERATIONS**

City Council action to adopt Specifications No. RFP TI-23-211 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 \$900,795, which includes a one-time installation cost of \$404,544 and a 5 percent contingency in the amount of \$20,227. The software licensing and support will cost \$93,338 for years one through three and increases to \$98,005 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 Long Beach Utilities. The total project will be billed to Utilities and received as revenue by TID.

	One-Time Implementation Cost	5% Contingency	Licensing and Support	Total
Initial Contract				
Year 1	404,544	20,227	93,338	518,109
Year 2			93,338	93,338
Year 3			93,338	93,338
Option to Renew				
Year 4			98,005	98,005
Year 5			98,005	98,005
Total	404,544	20,227	476,024	900,795

The requested action increases the appropriation in the General Services Fund Group in TID by \$424,771 to cover the one-time implementation cost and contingency. The Long Beach Utilities Department has sufficient budget in the Water, Sewer and Gas Funds for the current fiscal year. The project will be included in the annual TID Memorandum of Understanding (MOU) beginning in FY 25 through FY 29 to include the first year of support and licensing.

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

APPROVED:



THOMAS B. MODICA  
CITY MANAGER



Christopher Garner  
General Manager  
Long Beach Utilities