


CITY COUNCIL ACTION REQUEST

Department(s): City Manager's Office	CEQA: Not a Project, File No. PP17-003, Agreements/Contracts (New or Amended) resulting in no physical changes to the environment.	Coordination: City Attorney's Office; City Manager's Budget Office	Dept. Approval: /s/ Dolan Beckel
Council District(s): Citywide			CMO Approval:  1/31/23

SUBJECT: AMENDMENT TO THE AGREEMENT WITH GUIDEHOUSE, INC. FOR CUSTOMER SERVICE VISION AND STANDARDS SERVICES

RECOMMENDATION:

Adopt a resolution authorizing the City Manager or designee to negotiate and execute the First Amendment to the Master Consulting Agreement with Guidehouse, Inc. (Falls Church, VA) to extend the initial term for 12 months through June 30, 2024, and increase the compensation in the amount of \$400,000 for a maximum compensation not to exceed \$800,000, and with no change in options to extend the agreement.

BASIS FOR RECOMMENDATION:

In December 2021, a competitive Request for Proposal was released by the City Manager's Office to procure services related to discovery, design, strategic planning, pilot implementation, and evaluation for City service delivery and customer service. On April 19, 2022,¹ the City Council adopted a resolution authorizing the City Manager to negotiate and execute master consulting agreements with four vendors qualified to provide the procured services.

City Council approval of this First Amendment to the Master Consulting Agreement with Guidehouse, Inc. allows staff to move forward and enter into additional service order agreements to continue discovery, design, strategic planning, initial pilots, and evaluation work for one strategic planning initiative (Customer Service Vision and Standards) and one Enterprise Priority (Sustainable and Resilient City Infrastructure and Emergency Preparedness) on the 2022-2023 City Initiatives Roadmap. These tasks include, but are not limited to, implementing and evaluating pilot programs for customer service delivery and strategic planning for City infrastructure service delivery. The Customer Service Vision and Standards strategy and recommendations will be presented at the March 16, 2023 Public Safety, Finance, and Strategic Support Committee meeting.

The initial term of the current agreement will expire on June 30, 2023 without further action. Staff requests City Council approval to negotiate and execute a First Amendment to the agreement to add another 12-month extension to the initial term through June 30, 2024 and to increase the compensation in the amount of \$400,000 for a maximum compensation not to exceed \$800,000, under the same material terms and conditions as the original agreement.

Climate Smart San José: The recommendation in this memorandum has no effect on Climate Smart San José energy, water, or mobility goals.

¹ April 19, 2022 City Council memorandum:

<https://sanjose.legistar.com/View.ashx?M=F&ID=10703948&GUID=9FE2FFD0-86D6-4598-AD40-A1C891859A24>

Commission Recommendation/Input: There is no commission recommendation or input associated with this action.

This City Council item is consistent with the 2022-2023 City Initiatives Roadmap and the City's Adopted Operating Budget, specifically the Strategic Support City Service Area Outcome of a high performing workforce committed to exceeding internal and external customer expectations and the Environment and Utility Services City Service Area Outcome of reliable utility infrastructure.

COST AND FUNDING SOURCE:

Fund #	Appn #	Appn Name	Current Total Appn	Amt. for Contract	2022-2023 Adopted Operating Budget Page	Last Budget Action (Date, Ord. No.)
001	218T	Customer Service Vision and Standards	\$600,000	\$550,000	910	6/21/2022, 30790
001	224J	Climate and Seismic Resilience Planning	\$1,287,000	\$250,000	910	6/21/2022, 30790

FOR QUESTIONS CONTACT: Erik Chiarella Jensen, Assistant to the City Manager, (408) 795-1614