

RESOLUTION NO.

A RESOLUTION OF THE COUNCIL OF THE CITY OF SAN JOSE AUTHORIZING THE CITY MANAGER TO (A) EXECUTE AN AMENDMENT TO THE AGREEMENT WITH AST LLC (NAPERVILLE, IL) FOR A CUSTOMER RELATIONSHIP MANAGEMENT SOFTWARE SOLUTION TO INCREASE THE COMPENSATION BY \$65,000 FOR A TOTAL MAXIMUM COMPENSATION OF \$539,483; (B) NEGOTIATE AND EXECUTE AMENDMENTS AND/OR CHANGE ORDERS TO THE AGREEMENTS WITH AST LLC AND ORACLE AMERICA, INC. (REDWOOD CITY, CA) FOR THE SERVICE REQUEST MANAGEMENT / CUSTOMER RELATIONSHIP MANAGEMENT SOFTWARE SOLUTION; AND (C) INCREASE CONTINGENCY BY \$100,000 TO COVER ANY ADDITIONAL IN SCOPE CHANGES OR REQUIREMENTS TO THE AGREEMENTS WITH AST LLC OR ORACLE AMERICA INC. FOR A TOTAL CONTINGENCY NOT TO EXCEED \$200,000 DURING THE INITIAL FIVE YEAR TERM ENDING ON NOVEMBER 30, 2021, SUBJECT TO THE APPROPRIATION OF FUNDS

WHEREAS, in November 2016, the Council of the City of San José (“City”) approved agreements with AST LLC (formerly AST Corporation) and Oracle America, Inc. for a Service Request Management/Customer Relationship Management software solution to facilitate convenient, user-friendly access for residents to connect, communicate, and collaborate with the City; and

WHEREAS, in July 2017, the City released the MySanJose web portal and mobile application to allow its residents to report illegal dumping, graffiti abatement, and abandoned vehicles as well as to submit general service requests for City services; and

WHEREAS, the City has utilized contingency funds to address support gaps and to make a number of improvements to the application, such as adding a privacy policy to

the mobile application, application store, and web portal; simplifying login account recovery and password reset to improve user experience; simplifying map pin maneuver (click and hold) to improve the user experience; improving service request status communications; improving agent user interfaces and associated workflows; and improving customer portal interfaces and experience; and

WHEREAS, the City desires to amend the agreements with AST LLC and Oracle America Inc. to ensure that staff can continue to obtain technical support and provide enhancements to the MySanJose web portal and mobile application for the City's residents;

NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF SAN JOSE THAT:

The City Manager is hereby authorized to:

- a) Execute an Amendment to the Agreement with AST LLC (Naperville, IL) for a Customer Relationship Management Software Solution to increase the compensation by \$65,000 for a total maximum compensation of \$539,483 to provide supplemental technical support, issue resolution, and technical development services for new features and enhancements for the MySanJose application; and
- b) Negotiate and execute amendments and/or change orders to the agreements with AST LLC and Oracle America, Inc. (Redwood City, CA) for the Service Request Management/Customer Relationship Management Software Solution for additional technical support, feature/enhancement development, additional software and hosting, and related professional services as required, subject to the appropriation of funds; and

- c) Increase contingency by \$100,000 to cover any additional in scope changes or requirements to the agreements with AST LLC or Oracle America Inc. for the Service Request Management/Customer Relationship Management Software Solution for a total contingency not to exceed \$200,000 during the initial five-year term ending on November 30, 2021, subject to the appropriation of funds.

ADOPTED this _____ day of _____, 2019, by the following vote:

AYES:

NOES:

ABSENT:

DISQUALIFIED:

SAM LICCARDO
Mayor

ATTEST:

TONI J. TABER, CMC
City Clerk