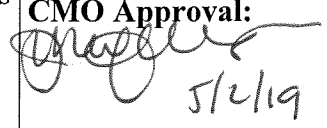


CITY COUNCIL ACTION REQUEST

| | | | |
|---|--|---|---|
| Department(s): Finance | CEQA: Not a Project, File No. PP17-003, Agreements/Contracts (New or Amended) resulting in no physical changes to the environment. | Coordination: Information Technology Department, City Attorney's Office, and City Manager's Budget Office | Dept. Approval: /s/ Julia H. Cooper |
| Council District(s): Citywide | | | CMO Approval:  5/2/19 |

SUBJECT: ACTIONS RELATED TO AGREEMENTS WITH AST LLC AND ORACLE AMERICA, INC. FOR SERVICE REQUEST/CUSTOMER RELATIONSHIP MANAGEMENT SOFTWARE SOLUTION

RECOMMENDATION:

Adopt a resolution to authorize the City Manager to:

1. Negotiate and execute an Amendment to the Agreement with AST Corporation (Naperville, IL) for a Customer Relationship Management (CRM) 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;
2. Negotiate and execute amendments and/or change orders to the agreements with AST Corporation and Oracle America, Inc. (Redwood City, CA) for the Service Request Management (SRM)/Customer Relationship Management (CRM) 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
3. Increase contingency by \$100,000 to cover any additional in-scope changes or requirements to the agreements with AST Corporation or Oracle America Inc. for the SRM/CRM 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.

Desired Outcome: The SRM/CRM enables the City to realize its vision of responsive government and citizen engagement by streamlining end-to-end service request management, beginning with residents reporting issues, to execution of service delivery by City departments.

BASIS FOR RECOMMENDATION:

In November 2016,¹ Council approved agreements with AST Corporation and Oracle America, Inc. for a SRM/CRM Software Solution and authorized up to \$100,000 for change orders to cover additional requirements and enhancements. The contracts were awarded as the result of a competitive Request for Proposal (RFP) process that was conducted pursuant to the City's purchasing practices.

MySanJose was released in July 2017 as a web portal and mobile application. MySanJose is actively being used by the City's residents to report illegal dumping, graffiti abatement, and abandoned vehicles, as well as to submit general service requests for City services. Since implementation, City staff have utilized contingency funds to address support gaps and to make a number of improvements to the application, including: (1) adding a privacy policy to the mobile application, application store, and web portal; (2) simplifying login account recovery and password reset to improve user experience; (3) simplifying map pin maneuver (click and hold) to improve the user experience; (4) improving service request status communications; (5) improving agent user interfaces and associated workflows; and (6) improving customer portal interfaces and experience.

Approval of this recommendation will ensure that staff can (1) continue to obtain technical support for issues that arise and (2) provide enhancements and new features to increase and improve citizen engagement and the provision of City services.

¹ Link to November 15, 2016 Council Memo: http://sanjose.granicus.com/MetaViewer.php?view_id=&event_id=2658&meta_id=600801

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

This item is consistent with Council approved Budget Strategy: front line service delivery, effective use of technology.

COST AND FUNDING SOURCE:

| Fund # | Appn. # | Appn. Name | Total Appn. | Amt. for Contract* | 2018-2019 Operating Budget Page | Last Budget Action (Date, Ord. No.) |
|--------|---------|--|--------------|--------------------|---------------------------------|-------------------------------------|
| 001 | 0432 | Information Technology Department – Non-Personal/Equipment | \$10,789,590 | \$65,000 | VIII-216 | 10/16/2018, 30172 |

*Contingency will be subject to appropriation through the annual budget process.

FOR QUESTIONS CONTACT: Jennifer Cheng, Deputy Director of Finance, at 408-535-7059