

RESOLUTION NO. \_\_\_\_\_

**A RESOLUTION OF THE COUNCIL OF THE CITY OF SAN JOSE AUTHORIZING THE CITY MANAGER TO NEGOTIATE AND EXECUTE A SECOND AMENDMENT TO THE AGREEMENT WITH APPLICATIONS SOFTWARE TECHNOLOGY LLC FOR A SERVICE REQUEST MANAGEMENT/CUSTOMER RELATIONSHIP MANAGEMENT SOFTWARE SOLUTION TO INCREASE THE COMPENSATION BY \$1,077,900, FOR A MAXIMUM COMPENSATION NOT TO EXCEED \$1,717,383 DURING THE INITIAL TERM ENDING NOVEMBER 30, 2021; AND INCREASING THE CONTINGENCY BY \$200,000 TO COVER ANY ADDITIONAL IN-SCOPE CHANGES OR REQUIREMENTS TO THE AGREEMENTS WITH APPLICATIONS SOFTWARE TECHNOLOGY LLC AND ORACLE AMERICA, INC. FOR A TOTAL CONTINGENCY NOT TO EXCEED \$400,000 DURING THE INITIAL TERMS, SUBJECT TO THE APPROPRIATION OF FUNDS**

**WHEREAS**, on November 15, 2016, the Council of the City of San José (“City”) authorized the City Manager to enter into agreements with Applications Software Technology LLC (formerly Applications Software Technology Corporation) (“AST”) and Oracle America, Inc. (“Oracle”) for a Service Request Management/Customer Relationship Management (“SRM/CRM”) software solution following a competitive Request for Proposal process; and

**WHEREAS**, in July 2017, the City released the MySanJose website 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**, on May 14, 2019, the City Council authorized the City Manager to (a) execute an amendment to the agreement with AST to increase the maximum compensation by \$65,000 for a total compensation not to exceed \$539,483 to provide supplemental technical support, issue resolution, and technical development services

for new features and enhancements for the MySanJose application; (b) negotiate and execute amendments and/or change orders to the agreements with AST and Oracle for additional technical support/feature/enhancement development, additional software and hosting, and related professional services as required, subject the appropriation of funds; and (c) increase the contingency by \$100,000 to cover any additional in-scope changes or requirements to the agreements with AST and Oracle, for a total contingency not to exceed \$200,000 during the initial five-year terms ending on November 30, 2021, subject to the appropriation of funds; and

**WHEREAS**, in March 2020, the City rebranded MySanJose to San José 311 and, following extensive analysis of the costs, benefits, and risk over time concluded that residents of San José would be best served by building upon the existing platform rather than conducting a new procurement for the San José 311 platform; and

**WHEREAS**, the City's Environmental Services Department provides residential garbage and recycling services ("Recycle Plus") to all single-family and multi-family dwellings in San José through four (4) contracted service providers, and those service providers receive approximately 12,000-15,000 service requests every month; and

**WHEREAS**, Recycle Plus can leverage existing San José 311 capabilities such as forms for submitting service requests, tracking service requests, customer relationship management, reporting tools, and multi-language support, and San José 311 can integrate with the waste service providers' work order systems; and

**WHEREAS**, the City desires to amend the agreement with AST to increase the maximum compensation and contingency amounts in order to enhance the City's responsiveness and resident engagement for up to 200,000 City residents by adding Spanish and Vietnamese language support, deliver more efficient and effective services by adding Recycle Plus to the San José 311 platform, reduce the time to market for new

services by enhancing the general service request architecture to support a configurable and generic user interface for a broader set of 311 services, and improve the accuracy, security, scalability, and reliability of the platform by enhancing the existing architecture;

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

The City Manager is hereby authorized to:

- A. Negotiate and execute a Second Amendment to the Agreement with Applications Software Technology LLC (Naperville, IL) for a Service Request Management/ Customer Relationship Management Software Solution (now known as San José 311, formerly My San José) to increase the compensation by \$1,077,900 for Spanish and Vietnamese translation integration, Recycle Plus service delivery, architecture enhancements, and related technical services for the San José 311 website and mobile application, for a total contract maximum compensation of \$1,717,383 during the initial term ending November 30, 2021; and
- B. Increase the contingency by \$200,000 to cover any additional in scope changes or requirements to the agreements with Applications Software Technology LLC and Oracle America, Inc. for the SRM/CRM Software Solution for a total contingency not to exceed \$400,000 during the initial terms, subject to the appropriation of funds.

ADOPTED this \_\_\_\_\_ day of \_\_\_\_\_, 2020, by the following vote:

AYES:

NOES:

ABSENT:

DISQUALIFIED:

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SAM LICCARDO  
Mayor

ATTEST:

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TONI J. TABER, CMC  
City Clerk