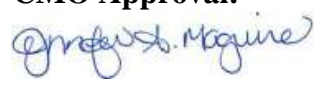


**CITY COUNCIL ACTION REQUEST**

<b>Department(s):</b> Finance	<b>CEQA:</b> Not a Project, File No. PP17-003, Agreements/Contracts (New or Amended) resulting in no physical changes to the environment	<b>Coordination:</b> Information Technology Department, City Attorney's Office, and City Manager's Budget Office	<b>Dept. Approval:</b> /s/ Julia H. Cooper
<b>Council District(s):</b> Citywide			<b>CMO Approval:</b>  6/4/2020

**SUBJECT: FIRST AMENDMENT TO THE AGREEMENT WITH SIMPLIGOV LLC FOR A BUSINESS PROCESS AUTOMATION PLATFORM**

**RECOMMENDATION:**

Adopt a resolution authorizing the City Manager to:

- (a) Execute the First Amendment to the Agreement with SimpliGov LLC ("SimpliGov") (San Francisco, CA) for a Business Process Automation Platform to purchase additional professional services for training and support, accelerate development of up to 25 additional workflows, and increase compensation by \$90,400 for a revised maximum compensation of \$192,325 for the initial term ending April 30, 2021; and
- (b) Increase contingency by \$20,000 to cover any additional in-scope changes or requirements for a total contingency not to exceed \$40,000 during the initial term, subject to the appropriation of funds.

**Desired Outcome:** To improve City operations and staff productivity and efficiency through automated processes and workflows.

**BASIS FOR RECOMMENDATION:**

In March 2020,<sup>1</sup> the San José City Council adopted a resolution authorizing the City Manager to execute an agreement with SimpliGov for the purchase of a Business Process Automation Platform to enable the City to move its business processes from manual to digital. The execution of that agreement coincided with the peak of COVID-19 and the County's Shelter in Place directives. The ongoing necessity for social distancing and telecommuting pushed to the forefront, now more than ever, the need to move to digitized processes, including automated forms, workflows, and approval (signature) processes. The City can no longer rely on paper-based processes.

The original agreement allowed for up to five (5) workflows in the initial term ending April 30, 2021. Since that time, workflows have been in development. The first workflow is now in use by the Emergency Operations Center to manage incoming requests and fulfillments, and the second one is due for release in early June to manage requests for Virtual Private Network (VPN) access. Based on the number of requests received by the Information Technology Department for new workflows, it is anticipated that at least 25 additional workflows (for a total of 30) will be needed during the initial term. Requests received include workflows for council memo review and approval, contract signatures, and human resource processes for onboarding and performance appraisals, to name a few.

Approval of this recommendation will increase momentum toward digital transformation and improve City operations by improving staff productivity and efficiency.

Climate Smart San José: The recommendation in this memo aligns with one or more Climate Smart San José energy, water, or mobility goals.

<sup>1</sup> March 2020 Council Memo: <https://sanjose.legistar.com/View.ashx?M=F&ID=8205848&GUID=18D86B46-EAF8-4BD8-9147-54315388D0AA>

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

This action is consistent with the Council-approved budget strategy to effectively manage the City’s technological and human resources to enable and enhance the delivery of City services and projects.

**COST AND FUNDING SOURCE:**

Funding for this agreement is included in the 2019-2020 Adopted Budget for the Department of Information Technology. The scope of work and corresponding costs incurred to manage incoming requests and fulfillments (213RRs) for the Emergency Operations Center in response to COVID-19 will be evaluated for potential funding from the Federal Emergency Management Agency and Coronavirus Aid, Relief, and Economic Security (CARES) Act. Funding for the ongoing maintenance and operations of the platform will be included in FY 2021-2022 Base Budget.

Fund #	Appn. #	Appn. Name	Total Appn.	Amount for Recommendation	2019-2020 Adopted Operating Budget Page	Last Budget Action (Date, Ord. No.)
001	0432	Information Technology – Non-Personal/Equipment	\$13,538,437	\$90,400	VIII-243	04/28/2020, Ord. No. 30402

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