


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:  09/09/21

SUBJECT: FOURTH AMENDMENT TO THE AGREEMENT WITH APPLICATIONS SOFTWARE TECHNOLOGY LLC FOR A SERVICE REQUEST MANAGEMENT / CUSTOMER RELATIONSHIP MANAGEMENT SOFTWARE SOLUTION

RECOMMENDATION:

Adopt a resolution authorizing the City Manager to negotiate and execute the Fourth Amendment to the Agreement for a Service Request Management/Customer Relationship Management (SRM/CRM) Software Solution with Applications Software Technology (AST) LLC (Naperville, IL) to migrate the San José 311 web portal and mobile application to a low-code or no-code platform, provide application development, testing, deployment, and post go-live support for new features and enhancement, and increase compensation by \$200,000 for a revised maximum compensation not to exceed \$1,666,983 for the initial term ending November 30, 2021.

Desired Outcome: Authorizing the City Manager to take this action will help the City realize its vision of responsive government and citizen engagement by streamlining end-to-end service request management, beginning with residents reporting issues to the execution of service delivery by City departments.

BASIS FOR RECOMMENDATION:

In November 2016,¹ the City Council authorized the City Manager to execute an agreement with AST Corporation for an SRM/CRM Software Solution based on the results of a competitive Request for Proposal (RFP) process. The San José 311 (formerly My San Jose web portal and mobile application) were released in July 2017 and are actively used by City residents to report illegal dumping, graffiti abatement, and abandoned vehicles, as well as to submit general requests for City services. Over the last several years, Council has authorized the City Manager to execute multiple contract amendments to add additional funds for system improvements such as new feature development and enhancements, language translation support, and most recently Recycle Plus, the City's garbage and recycling program.² The agreement has an initial term ending November 30, 2021 and includes up to four additional one-year options to extend through November 30, 2025 for ongoing services, subject to the appropriation of funds.

The need to add additional services to San José 311 more quickly and cost effectively is imperative to keep up with the growing demand while also staying within budgetary constraints. Migrating the San José 311 web portal and mobile application to a low-code or no-code platform will position the City to add additional services and features to San José 311 more quickly with either internal staff resources or AST-contracted resources at a fraction of the cost previously spent on development services. For each new deployment, this

¹ November 2016 Council Memo: https://sanjose.granicus.com/Viewer.php?view_id=&event_id=2658&meta_id=600801

² May 2019 Council Memo: <https://sanjose.legistar.com/View.ashx?M=F&ID=7204782&GUID=FE6CE298-FE7A-4076-9083-2426F85B021F> and April 2020 Council Memo: <https://sanjose.legistar.com/View.ashx?M=F&ID=8242302&GUID=74F684B6-AA25-427A-99D2-25E87E77BC3F>

change is estimated to reduce the time to implementation from 6-8 months to approximately 6 weeks and cut costs from \$100,000 or more to approximately \$20,000.

Approval of this recommendation will reduce the work and costs required to add new services, features, and enhancements to San José 311 significantly, thereby increasing and improving citizen engagement and the provision of City services, as well as supporting the City's commitment to strong service delivery, project execution, cybersecurity, and innovation efforts.

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

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

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

COST AND FUNDING SOURCE:

Fund #	Appn. #	Appn. Name	Total Appn.	Rec. Amt. for Contract	2021-2022 Adopted Operating Budget Page*	Last Budget Action (Date, Ord. No.)
001	203H	Local Sales Tax – My San Jose 2.0	\$55,113	\$55,113	IX - 22	06/22/2021, 30621
402	217T	Recovery Foundation - Drive to Digital	\$1,860,000	\$144,887	X - 7	06/22/2021, 30621

*The 2021-2022 Adopted Operating Budget was approved on June 15, 2021 and adopted on June 22, 2021 by the City Council.

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