

## Legislation Details (With Text)

**File #:** 20-422      **Version:** 1

**Type:** Consent Agenda      **Status:** Agenda Ready

**File created:** 3/30/2020      **In control:** City Council

**On agenda:** 4/14/2020      **Final action:**

**Title:** Amendment to the Agreement with AST LLC for a Service Request Management/Customer Relationship Management Software Solution. - DEFERRED

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. Resolution

Date	Ver.	Action By	Action	Result
4/14/2020	1	City Council		

### **Amendment to the Agreement with AST LLC for a Service Request Management/Customer Relationship Management Software Solution. - DEFERRED**

Adopt a resolution authorizing the City Manager to:

(a) Negotiate and execute the Second Amendment to the Agreement with Applications Software Technology (“AST”) LLC (Naperville, IL) for a Service Request Management/Customer Relationship Management (“SRM/CRM”) Software Solution (now known as San José 311, formerly My San José) to increase the compensation by \$777,500 for Spanish and Vietnamese translation integration, Recycle Plus service delivery, architectural remediations, and related technical services for the San José 311 website and mobile application for a total contract maximum compensation of \$1,416,983 during the initial term ending November 30, 2021; and

(b) Increase the contingency by \$100,000 to cover any additional in-scope changes or requirements to the agreements with AST LLC and Oracle America, Inc. for the SRM/CRM Software Solution for a total contingency not to exceed \$300,000 during the initial terms, subject to the appropriation of funds.

CEQA: Not a Project, File No. PP17-003, Agreements/Contracts (New or Amended) resulting in no physical changes to the environment. (Finance/Information Technology/City Manager)

**DEFERRED TO 4/21/2020 PER ADMINISTRATION**