

Legislation Details (With Text)

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File created: 4/6/2020 **In control:** City Council

On agenda: 4/21/2020 **Final action:**

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

Sponsors:

Indexes:

Code sections:

Attachments: 1. Memorandum, 2. Resolution

Date	Ver.	Action By	Action	Result
4/21/2020	1	City Council		

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

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 Software Solution (now known as San José 311, formally 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 \$50,000 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 \$250,000 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 from 4/14/2020 - Item 2.8 (20-422)]