

Legislation Text

File #: 19-315, **Version:** 1

Actions Related to the Agreements with AST LLC and Oracle America, Inc. for Service Request Management/Customer Relationship Management Software Solution.

Adopt a resolution authorizing the City Manager to:

- (a) Execute an Amendment to the Agreement with AST LLC (Naperville, IL) for a Customer Relationship Management Software Solution to increase the compensation by \$65,000 for a total maximum compensation of \$539,483 to provide supplemental technical support, issue resolution, and technical development services for new features and enhancements for the MySanJosé application;
- (b) Negotiate and execute amendments and/or change orders to the agreements with AST LLC and Oracle America, Inc. (Redwood City, CA) for the Service Request Management/Customer Relationship Management Software Solution for additional technical support, feature/enhancement development, additional software and hosting, and related professional services as required, subject to the appropriation of funds; and
- (c) Increase contingency by \$100,000 to cover any additional in-scope changes or requirements to the agreements with AST LLC or Oracle America Inc. for the Service Request Management/Customer Relationship Management Software Solution for a total contingency not to exceed \$200,000 during the initial five-year term ending on November 30, 2021, 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)