

Legislation Text

File #: 21-2051, **Version:** 1

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

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.

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