


CITY COUNCIL ACTION REQUEST			
DEPARTMENT(S) Finance	CEQA Not a Project, File No. PP17-003,	COORDINATION City Attorney's Office; City Manager's Budget Office; Information Technology Department	Director Approval /s/ Maria Öberg
COUNCIL DISTRICT(S) Citywide	Agreements/Contracts (New or Amended) resulting in no physical changes to the environment.		CMO Approval  9/30/2025
SUBJECT: Sixth Amendment to the Agreement with Applications Software Technology LLC for a Service Request Management/Customer Relationship Management Software Solution			
RECOMMENDATION			
<p>Adopt a resolution authorizing the City Manager or her designee to negotiate and execute the Sixth Amendment to the Agreement with Applications Software Technology LLC (Naperville, IL) for a Service Request Management/Customer Relationship Management Software Solution to extend the term of the Agreement for up to two additional one-year option terms through November 30, 2027, under the same terms and conditions, subject to the appropriation of funds.</p>			
BASIS FOR RECOMMENDATION			
<p>The City Council approved an Agreement with Applications Software Technology LLC in November 2016,¹ for a Service Request Management/Customer Relationship Management Software Solution to support San José 311 (SJ311) (referred to as the "SJ311 System"). The initial term of the agreement was from December 1, 2016 to November 30, 2021, with four one-year options to extend the term until November 30, 2025.</p> <p>The SJ311 System's web portal and mobile application were released in July 2017 and are actively used by City of San José (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, the City Council authorized the City Manager, or her designee, to execute multiple contract amendments² to add funds for system improvements, such as new feature development and enhancements, including language translation support. The most recent enhancement was the development of the Triage Hub application, which automated the triaging of vehicle blight cases, assigned related child cases to the correct groups, and updated case statuses and other relevant information in SJ311.³</p> <p>The SJ311 System continues to operate effectively, providing critical support to ensure citizens can access the SJ311 services. The system is fully integrated into daily operations, with staff appropriately trained in its use. The City is currently working on a broader Customer Relationship Management initiative for Citywide use. A memorandum requesting authorization for an award of contract to Infinite Solutions Inc. to implement the Salesforce Customer Relationship Management</p>			

¹ November 2016 Council Memo:

https://sanjose.granicus.com/MetaViewer.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>

³ [September 2021 Council Memo View.ashx](#)

system for Citywide use was approved by City Council on September 30, 2025. The new Salesforce Customer Relationship Management system would replace the current SJ311 System, but its full implementation is expected to take 24 to 36 months. Pending the completion and launch of the Salesforce Customer Relationship Management system, it is vital to maintain the current SJ311 System and continue engaging Applications Software Technology LLC's support services to guarantee uninterrupted service delivery to the community.

Approval of this recommendation will ensure continued support and maintenance for the existing SJ311 System. The maximum compensation for the option term beginning December 1, 2025, and ending November 30, 2027, is not to exceed \$116,000 per year, and any future options will be subject to the appropriation of funds.

COMMISSION RECOMMENDATION AND INPUT

No commission recommendation or input is associated with this action.

COST AND FUNDING SOURCE

The recommended amendment to this agreement will be funded by the Information Technology Department's Non-Personal/Equipment appropriation in the General Fund (58%) and the Integrated Waste Management Fund (42%). The 2025-2026 Adopted Operating Budget was approved on June 10, 2025 and adopted on June 17, 2025 by the City Council.

FOR QUESTIONS CONTACT: For procurement and contract related questions, please contact Albie Udom, Deputy Director of Finance and Chief Procurement Officer, Purchasing and Risk Management Division, at albie.udom@sanjoseca.gov. For program related questions, please contact Namrata Batra Agrawal, Enterprise Supervisor Technology Analyst, Information Technology Department, at namrata.batraagrawal@sanjoseca.gov.