

RESOLUTION NUMBER R- 311360

DATE OF FINAL PASSAGE OCT 24 2017

A RESOLUTION OF THE COUNCIL OF THE CITY OF SAN DIEGO APPROVING THE ADDITION OF THE GET IT DONE EXPANSION CAPITAL IMPROVEMENT PROGRAM AND A CONTRACT WITH DELOITTE CONSULTING FOR THE EXPANSION OF THE "GET IT DONE" (311 CUSTOMER EXPERIENCE) PROGRAM.

WHEREAS, Get It Done program is a streamlined internet website interface and mobile application that offers citizens the ability to obtain information and report problems and issues that require services by the City of San Diego (City); and

WHEREAS, the 311 Customer Experience (311Cx) section of the Performance & Analytics Department is in the process of expanding the Get It Done program; and

WHEREAS, the City has taken a customer-focused approach with the launch of Get It Done by improving how customers can report problems to the City, via their preferred communication channel; and

WHEREAS, in May of 2016 the Get It Done pilot program was launched and included problem types handled by the Transportation & Storm Water (TSW) Department and was developed in coordination with the Department of Information Technology; and

WHEREAS, through the Get It Done pilot program the City is able to deliver better services and to collect and gather feedback from citizens; and

WHEREAS, the Get It Done pilot program has revealed that there is a desire from residents to engage with the City, to report problems, and improve neighborhoods; and

WHEREAS, the City now wishes to expand the Get It Done program; and

WHEREAS, the expansion of the Get It Done program will include Environmental Services Department's Environmental Programs Collections Systems (EPACS), the Public Utilities Department's Food Establishment Waste Management software program, the City Clerk's AppointmentsPlus passport appointment system, and will allow for the retirement of SAP Synergy; and

WHEREAS, the Get It Done expansion will have a code enforcement component of the system that will allow for a unified, interconnected storm water code enforcement database which will provide real-time information to staff in the field and allow for improved inter-departmental coordination on code enforcement activities; and

WHEREAS, the costs associated with the Get It Done program expansion include system implementation and first year software licenses; and

WHEREAS, in January of 2017, the City issued a Request for Proposal (RFP) No. 10084382-18-A, "City of San Diego Customer Relationship Management (CRM) 311 Software-as-a-Service (SaaS) & Implementation / Integration;" and

WHEREAS, the City selected Deloitte Consulting LLP's (Deliotte) proposed solution as the best for the City's needs, with Deliotte as the system integrator and Salesforce as the software platform; and

WHEREAS, Salesforce is the software platform currently utilized for the Get It Done pilot program; and

WHEREAS, the contract with Deloitte will be for a period of two years for an amount not to exceed \$2,350,000; NOW, THEREFORE,

BE IT RESOLVED, by the City Council of the City of San Diego that the Chief Financial Officer is authorized to add Capital Improvement Project (CIP) number T-18000, Get It Done Expansion (311 Customer Experience), to the Capital Improvement Program.

BE IT FURTHER RESOLVED, that the Chief Financial Officer is authorized to increase the Capital Improvements Program Budget in CIP T-18000, Get It Done Expansion, and to appropriate and expend an amount of \$613,891 from Fund 400265, General Fund Contributions to the CIP; \$202,144 from Fund 700008, Muni Sewer - CIP Funding Source; and \$2,000,000 from Fund 200724, CIP Lease Financing, for the purpose of the Get It Done Expansion project.

BE IT FURTHER RESOLVED, that the Chief Financial Officer is authorized to transfer the following amounts from the General Fund, Fund 100000, to Fund 400265, General Fund Contributions to the CIP:

- a. \$75,000 – Transportation & Storm Water Department, 2116
- b. \$75,000 – Environmental Services Department, 2115
- c. \$190,000 – Performance & Analytics Department, 1312
- d. \$15,000 – Office of Homeland Security, 1915

BE IT FURTHER RESOLVED, that the Chief Financial Officer is authorized to transfer \$75,000 from Fund 720057, Engineering and Capital Projects, to Fund 400265, General Fund Contributions to the CIP.

BE IT FURTHER RESOLVED, that the Mayor or designee is authorized to transfer an amount of \$202,144 from the Municipal Sewer Revenue Fund, Fund 700000, 2000, Public Utilities Department, to Fund 700008, Muni Sewer – CIP Funding Source.

BE IT FURTHER RESOLVED, that the Mayor or designee is authorized to execute an agreement with Deloitte Consulting LLP for system development and implementation of

software in CIP T-18000, Get It Done Expansion (311 Customer Experience), in an amount not to exceed \$2,350,000, for a period not to exceed two years, contingent upon the Chief Financial Officer furnishing one or more certificates certifying that the funds necessary for expenditure are, or will be, on deposit with the City Treasurer.

BE IT FURTHER RESOLVED, that the Mayor or designee is authorized to expend an amount not to exceed \$2,350,000 from CIP T18000, Get It Done Expansion (311 Customer Experience), for the purpose of executing this agreement contingent upon the Chief Financial Officer furnishing one or more certificates certifying that the funds necessary for expenditure are, or will be, on deposit with the City Treasurer.

APPROVED: MARA W. ELLIOTT, City Attorney

By

Paige E. Folkman
Deputy City Attorney

PEF:jvg
October 4, 2017
Or.Dept:P&A
Doc. No.: 1595912

I certify that the foregoing Resolution was passed by the Council of the City of San Diego, at this meeting of OCT 16 2017.

ELIZABETH S. MALAND
City Clerk

By

Deputy City Clerk

KEVIN L. FAULCONER, Mayor

Approved: 10/23/17
(date)

Vetoed: _____
(date)

KEVIN L. FAULCONER, Mayor

Passed by the Council of The City of San Diego on OCT 16 2017, by the following vote:

Councilmembers	Yeas	Nays	Not Present	Recused
Barbara Bry	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lorie Zapf	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chris Ward	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Myrtle Cole	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mark Kersey	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chris Cate	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scott Sherman	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
David Alvarez	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Georgette Gomez	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Date of final passage OCT 24 2017

(Please note: When a resolution is approved by the Mayor, the date of final passage is the date the approved resolution was returned to the Office of the City Clerk.)

AUTHENTICATED BY:

KEVIN L. FAULCONER
Mayor of The City of San Diego, California.

(Seal)

ELIZABETH S. MALAND
City Clerk of The City of San Diego, California.

By Sty Brady, Deputy

Office of the City Clerk, San Diego, California
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