

RESOLUTION NUMBER R- 311949

DATE OF FINAL PASSAGE AUG 20 2018

A RESOLUTION OF THE COUNCIL OF THE CITY OF SAN DIEGO APPROVING A CONTRACT WITH DELOITTE CONSULTING LLP FOR SALESFORCE APPLICATION SUPPORT SERVICES FOR THE "GET IT DONE" (311 CUSTOMER EXPERIENCE) PROGRAM.

WHEREAS, the 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, Get It Done is a multi-departmental effort led by the 311 Customer Experience (311Cx) section of the Performance & Analytics Department; and

WHEREAS, in January of 2017, the City issued a Request for Proposal (RFP No. 10084382-18-A) to expand the Get It Done program; and

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

WHEREAS, the project's implementation phase is coming to an end and the application will require maintenance and development services to allow the system to operate correctly; and

WHEREAS, Deloitte is most familiar with the Get It Done expansion effort, the design and testing of the system, and is best-suited to provide immediate application support and maintenance services to the City; and

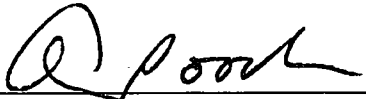
WHEREAS, strict compliance with a competitive process would be unavailing and would not produce an advantage to the City and a sole source certification was authorized by Purchasing & Contracting; NOW, THEREFORE,

BE IT RESOLVED, by the City Council of the City of San Diego, that the Mayor, or his designee, is hereby authorized to execute a two-year agreement with Deloitte Consulting LLP for Application Development and Maintenance Support in a total amount not to exceed \$1,500,000.

BE IT FURTHER RESOLVED, that the Chief Financial Officer is authorized to expend an amount not to exceed \$494,230 from 311 Enhancements fund (T-19000) Muni Sewer CIP (700008), Recycling CIP (700049), Refuse Disposal CIP (700040) and, GFCIP Contributions (400265), solely and exclusively to provide funds for the first fiscal year of the above referenced agreement.

BE IT FURTHER RESOLVED, that the Chief Financial Officer is authorized to expend an additional amount not to exceed \$1,005,770 during the two-year term of the above referenced agreement, provided that sufficient funding is approved in the City's budget each fiscal year and that the Chief Financial Officer first furnishes one or more certificates demonstrating that the funds necessary are, or will be, on deposit with the City Treasury.

APPROVED: MARA W. ELLIOTT, City Attorney

By 
Eric S. Pooch
Deputy City Attorney

ESP:nja
07/19/18
Or. Dept: Performance & Analytics Dept.
Doc. No.: 1797008

I certify that the foregoing Resolution was passed by the Council of the City of San Diego, at this meeting of AUG 07 2018

ELIZABETH S. MALAND
City Clerk

By 
Deputy City Clerk

Approved: 8/20/18
(date)


KEVIN L. FAULCONER, Mayor

Vetoed: _____
(date)

KEVIN L. FAULCONER, Mayor

Passed by the Council of The City of San Diego on AUG 07 2018, 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 AUG 20 2018

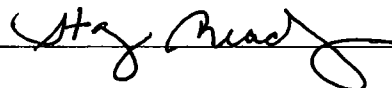
(Please note: When a resolution is approved by the Mayor, the date of final passage is the date the approved resolution was returned to the Office of the City Clerk.)

AUTHENTICATED BY:

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

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

(Seal)

By , Deputy

Office of the City Clerk, San Diego, California

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