

FIRST AMENDMENT TO AGREEMENT F002155 WITH ACCELA, INC. FOR THE ACCELA CRM (MYSANTAROSA) TOOL

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Information Technology Department
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The Accela CRM software, branded at the City as “MySantaRosa”, is a key collaboration tool connecting the community with City staff by providing an online portal and mobile app to report and respond to issues. Accela CRM has been in live use at the City since 2020 and continues to grow in usage. This amendment extends the existing software subscription services an additional three (3) years.

The Accela CRM software is an important tool assisting with communications and addressing issues relating to several Council Goals, including:

- “2. Reduce homelessness and its impacts”,
- “3. Ensure a healthy and safe community for all”,
- “5. Build and maintain sustainable infrastructure”, and
- “6. Achieve organizational excellence”.

Recommendation

It is recommended by the Information Technology Department, that the Council, by resolution, approve a First Amendment to Master SaaS Agreement Number F002155, with Accela, Inc., San Ramon, CA, for the Accela CRM (MySantaRosa) tool, to extend the contract for an additional three (3) years, in the amount of \$98,814.30, for a total not to exceed amount of \$181,961.83.

Questions?