



**CITY OF SALINAS
COUNCIL STAFF REPORT**

DATE: NOVEMBER 14, 2023
DEPARTMENT: ADMINISTRATION
FROM: PATRICIA M. BARAJAS, CITY CLERK
TITLE: CATALIST (QALERT) SUBSCRIPTION RENEWAL

RECOMMENDED MOTION:

A motion to approve the subscription renewal with Catalis to provide on-call software for residents of Salinas to submit requests or concerns in the amount of \$61,689.59.

EXECUTIVE SUMMARY:

Catalis is a centralized Request Management System (RMS) solution which streamlines business processes and communications with internal and external customers by creating a more effective and efficient government through technology. Catalis, formerly QScend Technologies (QAlert), is the City's primary solution for residents to submit service requests via the SalinasConnect mobile application and website reporting dashboard. Catalis annual subscription is set to expire on December 31, 2023. Subscription renewal shall not exceed \$61,689.59 for the period of January 1, 2024 to June 30, 2025 and sets the subscription renewal period in line with the City's fiscal year cycle.

BACKGROUND:

In 2017, the city retained QScend Technologies (QAlert), later acquired by Catalis, to develop a web-based and mobile management application system. Catalis software has allowed all Departments to receive and maintain electronic records of all service request and activities from creation of the request to final resolution. Catalis allows residents to place service request via an app, a call, or website. The system automatically processes the request and routes it to the appropriate staff or department to address. The request is then logged and when the issue is resolved, or updates are entered by staff with notifications to the users as progress is made on a service request.

Additionally, as part of the service agreement with Catalis, the city receives unlimited user licenses for large-scale deployment of the mobile management app (QAlert Mobile) to reduce inefficiencies and improve workflows in the field using an iPad, and a Salinas-specific branded mobile application (SalinasConnect) for iPhone and Android. Catalis also features reporting tools

for City staff to generate custom activity reports on an automatic schedule available for dissemination as needed.

Catalis's web-based dashboard, mobile application, SalinasConnect, and the call-center software continue to ensure resident requests and concerns are addressed more efficiently through technology and increasing transparency.

CEQA CONSIDERATION:

Not a Project. The City of Salinas has determined that the proposed action is not a project as defined by the California Environmental Quality Act (CEQA) (CEQA Guidelines Section 15378).

STRATEGIC PLAN INITIATIVE:

Subscription of Catalis (QAlert) is in line with the City Council Goal of Effective and Culturally Responsive Government. The Council identified strategies that included evaluating technology gaps, effective governance, and transparency.

DEPARTMENTAL COORDINATION:

The City Clerk's Office continues to work in coordination with all department to support the request management solution and communication with constituents.

FISCAL AND SUSTAINABILITY IMPACT:

Funding is available and appropriated in 1000.1120, the City Clerk's annual operating budget .

ATTACHMENTS:

Resolution
Exhibit A – Order Form

RESOLUTION _____ (N.C.S.)

RESOLUTION AUTHORIZING THE SUBSCRIPTION RENEWAL WITH CATALIS IN THE AMOUNT OF \$61,689.59 TO PROVIDE THE CITY’S REQUEST MANAGEMENT SOLUTION (CATALIS)

BE IT HEREBY RESOLVED BY THE CITY COUNCIL OF SALINAS: that the City Council does hereby approve the attached subscription renewal, Exhibit A, between the City of Salinas and Catalis, in the amount of \$61,689.59 for the period of January 1, 2024 to June 30, 2025.

PASSED AND APPROVED this 14th day of November 2023, by the following vote:

AYES:

NOES:

ABSTAIN:

ABSENT:

APPROVED:

Kimbly Craig, Mayor

ATTEST:

Patricia M. Barajas, City Clerk