



Legislation Details (With Text)

File #: 21-0637 **Version:** 1 **Name:**
Type: Ordinance **Status:** Passed
File created: 5/19/2021 **In control:** City Council
On agenda: 6/22/2021 **Final action:** 6/29/2021

Title: Ordinance authorizing a five-year subscription agreement with the option to extend for three additional years with Incapsulate, LLC in an amount of \$2,223,569.63 for Customer Relationship Management System (CRMS) for 311, effective upon issuance of a notice to proceed, appropriating \$622,461.64, from the unreserved fund balance of the Information Technology fund and amending the FY 2021 operating budget to increase expenditures.

Sponsors: Information Technology Services, Contracts and Procurement

Indexes:

Code sections:

Attachments: 1. Agenda_Memo_311, 2. Ordinance-Incapsulate 311, 3. Evaluation Matrix-CRMS for 311

Date	Ver.	Action By	Action	Result
6/29/2021	1	City Council		
6/22/2021	1	City Council	passed on first reading	Pass

Ordinance authorizing a five-year subscription agreement with the option to extend for three additional years with Incapsulate, LLC in an amount of \$2,223,569.63 for Customer Relationship Management System (CRMS) for 311, effective upon issuance of a notice to proceed, appropriating \$622,461.64, from the unreserved fund balance of the Information Technology fund and amending the FY 2021 operating budget to increase expenditures.