



## Legislation Details

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**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   |