



Legislation Text

File #: 21-0637, **Version:** 1

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.