

BILL NO. S-15-03-14

ORDINANCE NO. X-_____

AN ORDINANCE approving the Purchase of Services for the installation of Lagan Enterprise 311 software at a total cost of \$149,600 from and through Kana Software, Inc. by the City of Fort Wayne, Indiana,

WHEREAS, The City of Fort Wayne last upgraded the Lagan Enterprise 311 system in 2007;

WHEREAS, The City wishes to upgrade 311 software for the benefit of the 311 department, the overall software environment of the City of Fort Wayne, and the citizens of Fort Wayne;

WHEREAS, The operation of 311 increases the efficiency of City services delivery;

WHEREAS, The operation of 311 provides a clear, comprehensive method for callers to communicate issues and concerns to the City;

NOW, THEREFORE, BE IT ORDAINED BY THE COMMON COUNCIL OF THE CITY OF FORT WAYNE, INDIANA:

SECTION 1. That the purchase of services for the installation of Lagan Enterprise 311 software from Kana Software, Inc. for a total of cost to the City of \$149,600 is hereby approved in all respects. Said software will be used to ensure the proper operation of the City's 311 system.

SECTION 2. That the City is authorized and directed to take all action necessary for the purchase of this system by and through Kana Software, Inc.

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SECTION 3. That this Ordinance shall be in full force and effect from and after its passage and any and all necessary approval by the Mayor.

Council Member

APPROVED AS TO FORM AND LEGALITY

Carol T. Helton, City Attorney



CITY OF FORT WAYNE

THOMAS C. HENRY, MAYOR

Fort Wayne City Council
c/o City Clerk' Office
200 East Berry Street
Fort Wayne, IN 46802

James Haley
CIO
City of Fort Wayne
(260) 427-1461

Subject: Services for the installation of 311 software

Members of City Council:

This ordinance is to authorize the purchase of services for the installation of Lagan Enterprise 311 software from Kana Software, Inc for the operation of the City's 311 system. The cost of services for installing the software is \$149,600.

The technical motivation for upgrading is the City's current 311 software does not work with our current GIS software. The upgrade will allow us to remove an older instance of ESRI GIS software required only by this software, and free computer resources. The rest of the City and County have already upgraded to the latest ESRI GIS software.

The business motivation for upgrading is to improve the efficiency of 311 call takers and provide better service for the citizens. The new software will eliminate duplicate tickets by giving better visualization of previous tickets. The new software will better integrate with city maps allowing 311 call takers to better identify problem locations. The new system will enable the future development of mobile applications that can input 311 requests directly, at any time of day.

Julie Sanchez, the director of 311, and I reviewed other software alternatives over the last year. The review included software demonstrations, price quotes, and conversations with other 311 cities. We concluded that upgrading our existing software was our best and most cost effective alternative.

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Based on these factors, I recommend funding of purchase of services to install the latest version of Kana's Lagan Enterprise software.

If you have any questions, please call me at 427-1461.

James Haley
CIO
City of Fort Wayne

COUNCIL DIGEST SHEET

Enclosed with this introduction form is a tab sheet and related material from the vendor(s) who submitted bid(s). Purchasing Department is providing this information to Council as an overview of this award.

RFPs & BIDS

Bid/RFP #	N/A
Awarded To	Kana Software, Inc.
Amount	\$149,600
Conflict of interest on file?	☒ Yes ☐ No
Number of Registrants	N/A
Number of Bidders	N/A
Required Attachments	

EXTENSIONS

Date Last Bid Out	N/A
# Extensions Granted To Date	N/A

SPECIAL PROCUREMENT

Contract #/ID (State, Federal, Piggyback--Authority)	N/A
Sole Source/ Compatibility Justification	Sole Source Software Maintenance

BID CRITERIA *(Take Buy Indiana requirements into consideration.)*

Most Responsible, Responsive Lowest	☐ Yes ☐ No <i>If no, explain below</i>
If not lowest, explain	N/A

COUNCIL DIGEST SHEET

COST COMPARISON

<i>Increase/decrease amount from prior years For annual purchase (if available).</i>	
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DESCRIPTION OF PROJECT / NEED

<i>Identify need for project & describe project; attach supporting documents as necessary.</i>	Update software used by 311 department.

REQUEST FOR PRIOR APPROVAL

<i>Provide justification if prior approval is being requested.</i>	N/A

FUNDING SOURCE

<i>Account Information.</i>	
	Fund Org Object = 345Tech