

AN ORDINANCE approving the purchase of 311 operations software for the City of Fort Wayne for a total cost not to exceed of \$164,736 from and through Nebulogic Technologies by the City of Fort Wayne, Indiana,

Whereas, 311 serves as the central contact point for residents to contact the City of Fort Wayne and will handle between 130,000 and 140,000 contacts in 2023;

Whereas, 311 software handles requests via the city 311 web page and the 311 call center;

Whereas, 311 software sends these requests to various City departments for resolutions and tracks the results;

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

SECTION 1. That the purchase of 311 operations software for the City's 311 operations from Nebulogic Technologies for a total cost to the City of \$164,736 is hereby approved in all respects.

SECTION 2. That the City is authorized and directed to take all action necessary for the purchase of this software by and through Nebulogic Technologies.

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

Malak Heiny, City Attorney

Fort Wayne City Council
c/o City Clerk' Office
Fort Wayne, IN 46802

Subject: 311 Operations Software

Members of City Council:

This ordinance is to authorize the maintenance cost of 311 operations software. The cost of this software to the City is \$164,736.

The City has used Nebulogic for 311 operations since 2016. The software integrates the 311 call center with city departments, like the Utility maintenance departments, Street Department, Street Lighting, Right of Wayne and Utility Developmental Services.

This integration notifies departments of work to be completed and the departmental software notifies the 311 system when the work is completed.

Our decision to pay maintenance rests on four factors:

- Do we have a continuing internal commitment to use this software?
- Is the software vendor continuing to modify the product to meet current needs, laws, and regulations?
- Is the vendor useful in solving problems with the software?
- If the software fails, what's the worst-case scenario?

If the software failed, we would rely on manual procedures to notify departments of the requests for support that come in annually from residents. I recommend continued funding of Nebulogic maintenance.

If you have any questions, please contact me.

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

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 #	
Awarded To	
Amount	N/A
Conflict of interest on file?	☐ Yes ☐ No
Number of Registrants	N/A
Number of Bidders	
Required Attachments	

EXTENSIONS

Date Last Bid Out	
# Extensions Granted To Date	None

SPECIAL PROCUREMENT

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

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>	Cost was \$131,788.80 in 2023 and increased 25%.
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DESCRIPTION OF PROJECT / NEED

<i>Identify need for project & describe project; attach supporting documents as necessary.</i>	311 operations software.

REQUEST FOR PRIOR APPROVAL

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

FUNDING SOURCE

<i>Account Information.</i>	Fund Dept Org Object = 00022603-5367