

1 **BILL NO. S-24-11-42**

2 **ORDINANCE NO. S-_____**

3 **AN ORDINANCE** approving the purchase of 311 support and
4 maintenance services for the City of Fort Wayne for a total cost not to
5 exceed of \$164,736 from and through Nebulogic Technologies by the
6 City of Fort Wayne, Indiana,

7 **Whereas**, 311 serves as the central contact point for residents to
8 contact the City of Fort Wayne and will handle between 130,000 and
9 140,000 contacts in 2023;

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

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

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

16 **SECTION 1.** That the purchase of 311 support and maintenance
17 services for the City's 311 operations from Nebulogic Technologies for a total cost
18 to the City of \$164,736 is hereby approved in all respects.

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

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

24 _____
25 Council Member

26 APPROVED AS TO FORM AND LEGALITY

27 _____
28 Malak Heiny, City Attorney
29
30

COUNCIL DIGEST SHEET

COST COMPARISON

<i>Increase/decrease amount from prior years For annual purchase (if available).</i>	Cost was \$164,736 in 2024 and did not change in 2025.
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DESCRIPTION OF PROJECT / NEED

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

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 = 00022603-5369

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 support and maintenance services. The cost of this service 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