

AN ORDINANCE approving the purchase of 311 support and maintenance services for the City of Fort Wayne for a total cost of \$179,712 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 handles over 100,000 contacts per year;

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

Whereas, 311 software handles 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 support and maintenance services for the City's 311 operations from Nebulogic Technologies for a total cost to the City of \$179,712.00 is hereby approved in all respects.

SECTION 2. That the City is authorized and directed to take all action necessary for the purchase and continued support 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 authorizes support and maintenance services of 311 software.

The City has used Nebulogic for 311 operations since 2016. The software integrates the 311 call center with city departments, like City Utilities Field Services, Street Department, Street Lighting, Right of Way and Neighborhood Code Enforcement.

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

Maintenance in 2025 included rolling out the 311 mobile app and an artificial intelligence chat bot.

Maintenance in 2026 will include integrating 311 with CityWorks.

If you have any questions, please contact me.

Bob Thiele
CIO
City of Fort Wayne
260-427-1400

COUNCIL DIGEST SHEET

Enclosed with this introduction form is a tab sheet and related material from the vendor(s) who submitted bid(s). The 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?	<input type="checkbox"/> Yes <input type="checkbox"/> 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)	Indiana State Contract #
Sole Source/ Compatibility Justification	

BID CRITERIA (Take Buy Indiana requirements into consideration.)

Most Responsible, Responsive Lowest	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>If no, explain below</i>
If not lowest, explain	

COUNCIL DIGEST SHEET

COST COMPARISON

<i>Increase/decrease amount from prior years For annual purchase (if available).</i>	
--	--

DESCRIPTION OF PROJECT / NEED

<i>Identify need for project & describe project; attach supporting documents as necessary.</i>	This is part of our 5 year server refresh program.

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