

1 **BILL NO. S-21-12-13**

2 ORDINANCE NO. S-141-21

3 AN ORDINANCE approving the purchase of 311 operations
4 software for the City of Fort Wayne for a total cost not to
5 exceed of \$118,609.92 from and through Nebulogic
Technologies by the City of Fort Wayne, Indiana,

6 **Whereas**, 311 serves as the central contact point for residents to
7 contact the City of Fort Wayne and will handle more than 150,000 calls in
2021;

8 **Whereas**, 311 software captures requests via the city 311 mobile
9 application, the 311 web page, and the 311 call center;

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

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

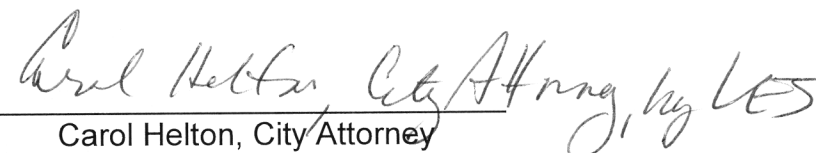
14 **SECTION 1.** That the purchase of 311 operations software for the
15 City's 311 operations from Nebulogic Technologies for a total of cost to the City of
16 \$118,609.92 is hereby approved in all respects.

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

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

21
22 
23 _____
Council Member

24 APPROVED AS TO FORM AND LEGALITY

25
26 
27 _____
Carol Helton, 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 \$118,609.92.

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?	<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)	
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	N/A

COUNCIL DIGEST SHEET

COST COMPARISON

<i>Increase/decrease amount from prior years For annual purchase (if available).</i>	Cost was \$93,350.40 in 2020 and increased 27%.
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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 = 00022603-5314

BILL NO. S-21-12-13

REPORT OF COMMITTEE ON FINANCE

December 21, 2021

Glynn Hines Chair

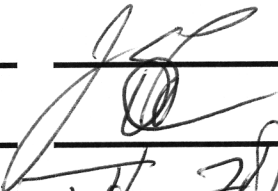


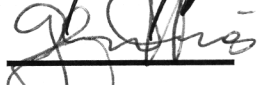
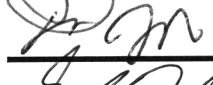


Jason Arp Co-Chair

All Council Members

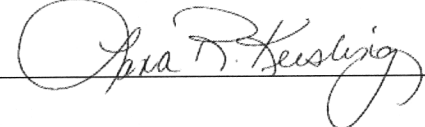
An Ordinance approving the purchase of 311 operations software for the City of Fort Wayne from and through Nebulogic Technologies by the City of Fort Wayne, Indiana

For a total cost of not to exceed \$118,609.92

COMMITTEE ON REGULATIONS HAVE HAD SAID Ordinance under consideration and beg leave to report back to the Common Council that said Ordinance

<u>COUNCIL MEMBER</u>	<u>DO PASS</u>	<u>DO NOT PASS</u>	<u>ABSTAIN</u>
ARP			
CHAMBERS			
DIDIER	<i>1 Hon. Hines</i>		
ENSLEY			
FREISTROFFER			
HINES			
JEHL			
PADDOCK			
TUCKER			

**LANA R. KEESLING
CITY CLERK**



Public Hearing Date: N/A

Read the first time in full and on motion by Councilperson Hines.

Read the second time by title and referred to the Finance Committee.

Read the third time in full and on motion by Councilperson Hines, placed on passage by the following vote:

<u>TOTAL VOTES</u>	<u>AYES</u>	<u>NAYS</u>	<u>ABSTAINED</u>	<u>ABSENT</u>
ARP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CHAMBERS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DIDIER	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ENSLEY	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FREISTROFFER	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HINES	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
JEHL	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PADDOCK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TUCKER	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DATED: December 21, 2021



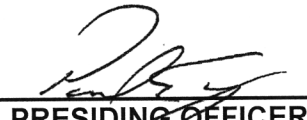
 LANA R. KEESLING, CITY CLERK

Passed and adopted by the Common Council of the City of Fort Wayne, Indiana, as Special Ordinance No. S-21-12-13 on the 21st day of December, 2021

ATTEST:



 LANA R. KEESLING
 CITY CLERK



 PRESIDING OFFICER

Presented by me to the Mayor of the City of Fort Wayne, Indiana, on the 22nd of December 2021, at the hour of 8:50 o'clock A.M. E.S.T.



 LANA R. KEESLING, CITY CLERK

Approved and signed by me this 22nd day of December 2021, at the hour of 1:00 o'clock PM E.S.T.



 THOMAS C. HENRY, MAYOR

