

1 **BILL NO. S-25-12-08**

2 ORDINANCE NO. S-175-25

3
4 **AN ORDINANCE** approving the purchase of 311 support and
5 maintenance services for the City of Fort Wayne for a total cost of
6 \$179,712 from and through Nebulogic Technologies by the 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 handles over 100,000 contacts per
year;

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

11 **Whereas**, 311 software handles requests to various City departments
12 for resolutions and tracks the results;

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

15 **SECTION 1.** That the purchase of 311 support and maintenance
16 services for the City's 311 operations from Nebulogic Technologies for a total cost
17 to the City of \$179,712.00 is hereby approved in all respects.

18 **SECTION 2.** That the City is authorized and directed to take all
19 action necessary for the purchase and continued support through Nebulogic
20 Technologies.

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

23
24 
25 _____
26 Council Member

27 APPROVED AS TO FORM AND LEGALITY

28 
29 _____
30 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 |
| | |
| | |
| | |

BILL NO. S-25-12-08

REPORT OF COMMITTEE ON FINANCE

December 16, 2025

Nathan Hartman Chair

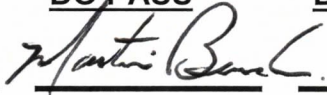
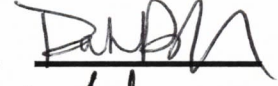
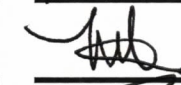

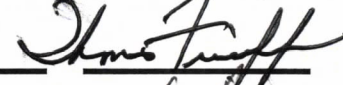

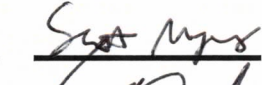
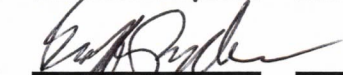
Geoff Paddock Co-Chair

All Council Members

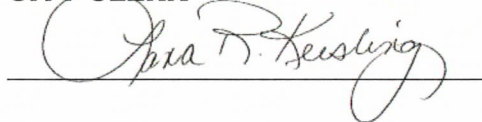
An Ordinance approving the purchase of 311 support and maintenance services for the City of Fort Wayne from and through Nebulogic Technologies by the City of Fort Wayne, Indiana

For a total cost of \$179,712.00

COMMITTEE ON FINANCE 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> |
|-----------------------|---|--------------------|----------------|
| <u>BENDER</u> |  | | |
| <u>BOOKER</u> |  | | |
| <u>CHAMBERS</u> |  | | |
| <u>ENSLEY</u> |  | | |
| <u>FREISTROFFER</u> |  | | |
| <u>HARTMAN</u> |  | | |
| <u>JEHL</u> | | | |
| <u>MYERS</u> |  | | |
| <u>PADDOCK</u> |  | | |

**LANA R. KEESLING
CITY CLERK**



Public Hearing Date: N/A

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

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

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

| <u>TOTAL VOTES</u> | <u>AYES</u> | <u>NAYS</u> | <u>ABSTAINED</u> | <u>ABSENT</u> |
|--------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|
| BENDER | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BOOKER | <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"/> |
| 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"/> |
| HARTMAN | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| JEHL | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| MYERS | <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"/> |

DATED: December 16, 2025




 LANA R. KEESLING, CITY CLERK

Passed and adopted by the Common Council of the City of Fort Wayne, Indiana, as

Special Ordinance No. S-25-12-08 on the 16th day of December, 2025

ATTEST:



 LANA R. KEESLING
 CITY CLERK



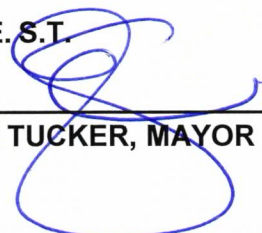
 PRESIDING OFFICER

Presented by me to the Mayor of the City of Fort Wayne, Indiana, on the 17th of December 2025, at the hour of 9:05 o'clock A.M. E.S.T.



 LANA R. KEESLING, CITY CLERK

Approved and signed by me this 17th day of December 2025, at the hour of 1:01 o'clock p.m. E.S.T.



 SHARON TUCKER, MAYOR

