

DATE: June 21, 2023

TO: GEORGEANNE WHITE, City Manager
City Manager's Office

FROM: BRYON HORN, Chief Information Officer 
Information Services Department

SUBJECT: Uniquely Qualified Vendor Incapsulate, LLC


The purpose of this memorandum is to request authorization for a Uniquely Qualified purchase, consistent with the language in Administrative Order 3-1, so that the Information Services Department (ISD) may enter into an agreement with Incapsulate, LLC in the amount of \$154,638.50 to construct a program for Council Offices to have a customer relationship management system for general constituent services.

Incapsulate, LLC, was selected through the City's Customer Relations Management (CRM) software RFP (Bid File 12300269) to implement a system that will replace PublicStuff (which is the software the City uses for its FresGO program). While this RFP covered the replacement of the FresGO software, it did not cover the need for Council's own CRM system. Since Incapsulate was selected as the preferred vendor and Council CRM will need to integrate with the new CRM system, we are proposing that Incapsulate also develop Council's CRM system and provide the integration needed. Since both systems will need to function together, it is generally a best practice to have the same vendor design both systems in order to ensure compatibility, efficiency, and proper support long term. Incapsulate was not only the preferred vendor selected to implement the City's CRM system, they also know the City's operations as well as understand how the two systems should work together. In this way we believe they are uniquely qualified to perform this task.

This will need to go to Council as it is over the \$50,000 threshold for services. In addition, funding will be sourced from ISD's carryover.

If you have any additional questions, or require additional information and data, please do not hesitate to contact me at 559-621-7101.

 Approved _____ Denied _____



Georgeanne White, City Manager