



Legislation Details

File #: ID 23-746 **Version:** 1 **Name:**

Type: Action Item **Status:** Continued

File created: 5/3/2023 **In control:** City Council

On agenda: 5/25/2023 **Final action:**

Title: Actions pertaining to the replacement of customer relationship management software (Bid File 12300269) (Citywide):

1. Award a contract to Incapsulate, LLC for the Customer Relationship Management Replacement solution and implementation services in the amount of \$395,723.80 for one year with the option of four, five-year extensions.
2. Approve the purchase of Salesforce cloud subscription licenses from Carahsoft Technology Corporation, at government approved pricing, in the amount of \$610,343.91.

Sponsors: Information Services Department

Indexes:

Code sections:

Attachments: 1. Service Contract, 2. Carahsoft Quote, 3. Cost Proposal, 4. Committee Evaluation Report, 5. 3-A 23-746 Fresno 311 City Council Presentation

Date	Ver.	Action By	Action	Result
5/25/2023	1	City Council	CONTINUED	Pass