



## Legislation Details

<b>File #:</b>	ID 23-746	<b>Version:</b>	1	<b>Name:</b>	
<b>Type:</b>	Action Item	<b>Status:</b>		Continued	
<b>File created:</b>	5/3/2023	<b>In control:</b>		City Council	
<b>On agenda:</b>	5/25/2023	<b>Final action:</b>			
<b>Title:</b>	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.				
<b>Sponsors:</b>	Information Services Department				
<b>Indexes:</b>					
<b>Code sections:</b>					
<b>Attachments:</b>	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