



Legislation Details

File #:	ID 23-916	Version:	1	Name:	
Type:	Action Item	Status:		Passed	
File created:	5/26/2023	In control:		City Council	
On agenda:	6/8/2023	Final action:		6/8/2023	
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. Fresno 311 City Council Presentation				

Date	Ver.	Action By	Action	Result
6/8/2023	1	City Council	ADOPTED	Pass