

1 Introduced by the Council President at the request of the Mayor and  
2 Co-Sponsored by Council Member Johnson and amended by the  
3 Neighborhoods, Community Services, Public Health and Safety  
4 Committee:

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7 **ORDINANCE 2024-394-E**

8 AN ORDINANCE APPROPRIATING \$1,054,030.28 FROM  
9 DEBT MANAGEMENT FUND LOAN PROCEEDS TO BE  
10 DESIGNATED FOR THE PURPOSE OF ADDING A  
11 SALESFORCE PUBLIC SECTOR PLATFORM FOR 311 CRM  
12 AND CASE MANAGEMENT, AS INITIATED BY REVISED  
13 B.T. 24-098; AMENDING THE 2024-2028 FIVE-YEAR IT  
14 SYSTEM DEVELOPMENT PLAN APPROVED BY ORDINANCE  
15 2023-507-E; AMENDING ORDINANCE 2023-504-E, THE  
16 FISCAL YEAR 2023-2024 BUDGET, TO REPLACE THE  
17 REVISED SCHEDULE B4A; PROVIDING FOR OVERSIGHT BY  
18 THE TECHNOLOGY SOLUTIONS DEPARTMENT; PROVIDING  
19 AN EFFECTIVE DATE.

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21 **BE IT ORDAINED** by the Council of the City of Jacksonville:

22 **Section 1. Appropriation.** For the 2023-2024 fiscal year,  
23 within the City's budget, there are hereby appropriated the indicated  
24 sum(s) from the account(s) listed in subsection (a) to the account(s)  
25 listed in subsection (b):

26 (Revised B.T. 24-098, attached hereto as **Revised Exhibit 1**, labeled  
27 as "Revised Exhibit 1, Rev B.T. 24-098, June 3, 2024 - NCSPHS" and  
28 incorporated herein by this reference)

29 (a) Appropriated from:

30 See Revised B.T. 24-098 \$1,054,030.28

31 (b) Appropriated to:

See Revised B.T. 24-098 \$1,054,030.28

(c) Explanation of Appropriation:

The funding above is an appropriation of funds from a Debt Management Fund loan proceeds from the PBX Telecommunications Upgrade project (\$1,039,813.30) and JFRD Mobile Data Terminals Refresh project (\$14,216.98) for the purpose of adding a Salesforce Public Sector Platform for 311 CRM and Case Management (the "Project").

**Section 2. Purpose.** The purpose of the appropriation in Section 1 above is to provide funding in connection with the configuration of the Project. The Project will enhance customer relationship management and case management for both City employees and the community of Jacksonville.

**Section 3. Amending the 2024-2028 Five-Year IT System Development Plan Approved by Ordinance 2023-507-E.** The 2024-2028 Five-Year IT System Development Plan, approved by Ordinance 2023-507-E, as amended by Ordinances 2023-807-E and 2023-880-E, is hereby amended by substituting in the place of Exhibit 1 to Ordinance 2023-507-E, the Fiscal Year 2024-2028 IT System Development Projects schedule, attached hereto as **Exhibit 2**, and incorporated herein by this reference. Ordinance 2023-507-E, as amended by Ordinances 2023-807-E and 2023-880-E, is hereby further amended by including the Salesforce Public Sector Platform Implementation project information sheet, attached hereto as **Exhibit 3**, and incorporated herein by this reference, as part of Exhibit 2 to Ordinance 2023-507-E.

**Section 4. Amending Ordinance 2023-504-E, the Fiscal Year 2023-2024 Budget, to Replace Revised Schedule B4a.** Ordinance 2023-504-E, the Fiscal Year 2023-2024 Budget, is hereby amended to replace the Revised Schedule B4a, entitled "Fiscal Year 2023-2024 IT System Development Capital Projects", to reflect the deappropriation of funding in the PBX Telecommunications Upgrade and JFRD Mobile Data

1 Terminals Refresh projects and the appropriation of funding to the  
2 Project in the current fiscal year. The Second Revised Schedule B4a  
3 is attached hereto as **Exhibit 4** and incorporated herein by this  
4 reference.

5 **Section 5. Oversight.** The Department of Technology  
6 Solutions shall oversee the project described herein.

7 **Section 6. Effective Date.** This Ordinance shall become  
8 effective upon signature by the Mayor or upon becoming effective  
9 without the Mayor's signature.

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11 Form Approved:

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13           /s/ Mary E. Staffopoulos          

14 Office of General Counsel

15 Legislation Prepared By: Dylan Reingold

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