



DEPARTMENT OF TECHNOLOGY

KEVIN FUGATE, DIRECTOR & CIO  
SARAH CARNES, FIXED ASSETS COORDINATOR  
ANDREW HOBBS, NETWORK ADMINISTRATOR

MEMO

September 8th, 2023

TO: Jesse Bacon, Superintendent *JB*

FR: Kevin Fugate, Director of Technology *KF*

RE: Incident IQ Facilities Ticketing System

Last school year I collected mini-bids to choose a work order system for our Maintenance Department. According to the decision matrix and what we had seen, we chose One To One Plus which had promised many things. We have recently decided that their lower cost (which was a deciding factor) wasn't worth the trouble that we've had. Our custodians and maintenance technicians have had difficulties with the mobile app over this time and it has even been down on several occasions. Our maintenance technicians only work from a mobile device that that can cause some major workflow issues.

It's only been a year since going with their product. However, a competitor that was slightly higher and charged a larger onboarding fee, has a much more polished, advanced system. Through discussions and demos with the company, Incident IQ, Danny Clemens, George Brock and I have decided that they would be the better option going forward. Dr. Bacon and I have also had conversations on choosing a product that will align more to our growing technology demands as a district. Going forward, their full system will replace the technology work order system with added cost. This will add a user password management portal and an asset management system as well.

For now, only going with the Facilities side of IIQ will cost us \$22,026.69, which includes the one-time \$3150 implementation cost. The quote is attached.

*All*

9/13/2023

**OUR MISSION IS TO INSPIRE AND EQUIP OUR STUDENTS TO SUCCEED IN LIFE**

**BULLITT COUNTY PUBLIC SCHOOLS IS AN EQUAL EDUCATION AND EMPLOYMENT INSTITUTION**



Quote Name iiQ Facilities Quote for Bullitt County (Prorated)  
Company Address 750 Glenwood Ave SE Suite 320  
Atlanta, GA 30316  
US

Created Date 9/12/2023  
Expiration Date 10/20/2023  
Quote Number 35810

Contract Start Date 10/2/2023  
Contract End Date 6/30/2024

Contact Name Kevin Fugate  
Phone 509-869-8000  
Email kevin.fugate@bullitt.kyschools.us

Bill To Name Bullitt County  
Bill To 1040 Hwy 44 E  
Shepherdsville, KY 40165  
United States

Ship To Name Bullitt County  
Ship To 1040 Hwy 44 E  
Shepherdsville, KY 40165  
United States

Product Code	Product	Product Description	Line Item Description	Sales Price	Quantity
IIQ-9000	iiQ Launchpad On-boarding Services	Implementation of Incident IQ Cloud Services, one-time fee		\$3,150.00	1.00
IIQ-3000	iiQ Platform with Facilities	Incident IQ Platform with iiQ Facilities core product, Subscription	(10/2/2023 - 6/30/2024)	\$18,876.69	1.00

Total Price \$22,026.69

All Incident IQ products and services are purchased and delivered pursuant to the Incident IQ Cloud Services Master Subscription Agreement, as found at <https://www.incidentiq.com/legal/master-services-agreement>, along with any applicable Supplements (available at <https://www.incidentiq.com/legal>). All of the aforementioned are incorporated into this ordering document by reference to the maximum extent permitted by local, state, and federal laws and regulations. For any legal questions, please contact us at [legal@incidentiq.com](mailto:legal@incidentiq.com).