

December 11, 2024

WHEREAS, on October 25, 2017, the City Council authorized a five-year subscription and maintenance contract, with three one-year renewal options, for the hosting and implementation of a Customer Relationship Management (CRM) application with Incapsulate, LLC and Supplemental Agreement No. 1 to extend the subscription and maintenance contract with Salesforce distributed by Carahsoft Technology Corporation through the Department of Information Resources to provide licenses for the CRM application from November 1, 2017 through October 31, 2022, by Resolution No. 17-1664; and

WHEREAS, on June 1, 2018, Administrative Action No. 18-5917 authorized supplemental agreement no. one for the adoption of several statements of work associated with the implementation of the new 311 CRM application; and

WHEREAS, on July 17, 2018, Administration Action No. 18-6214 authorized supplemental agreement no. two for the integration of CityFront mobile app to the new 311 CRM application; and

WHEREAS, on January 11, 2023, the City Council authorized Supplemental Agreement No. 3 to exercise the first of three one-year renewal options to the service contract with Incapsulate, LLC for maintenance and support to host a customer relationship management software for the Department of Information and Technology Services by Resolution No. 23-0128; and

WHEREAS, on June 14, 2023, the City Council authorized Supplemental Agreement No. 4 to exercise the second of three, one-year renewal options to the service contract with Incapsulate, LLC for maintenance and support to host a customer relationship management software for the Department of Information and Technology Services by Resolution No. 23-0808; and

WHEREAS, Incapsulate transferred and assigned its assets, including this contract and its previous amendments, to Accenture LLP; and

WHEREAS, Accenture LLP agrees and accepts all of the obligations and liabilities of this contract.

Now, Therefore,

December 11, 2024

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF DALLAS:

SECTION 1. That the City Manager is hereby authorized to execute Supplemental Agreement No. 5 to exercise the third of three, one-year renewal options to the service contract with Accenture LLP (VS0000003787), approved as to form by the City Attorney, for continued maintenance and support to host a customer relationship management software for the Department of Information and Technology Services, in an amount not to exceed \$437,090.80.

SECTION 2. That the Chief Financial Officer is hereby authorized to disburse funds in an amount not to exceed \$ 437,090.80 (subject to annual appropriations) to Accenture LLP from Service Contract No. POM-2017-00002905.

SECTION 3. That this resolution shall take effect immediately from and after its passage in accordance with the provisions of the Charter of the City of Dallas, and it is accordingly so resolved.