

June 25, 2025

WHEREAS, on June 8, 2022, the City Council authorized a professional services contract with Envision Dallas Holdings, LLC dba Envision Interface to provide call center services, in an amount not to exceed \$891,324.00, by Resolution No. 22-0854; and

WHEREAS, on April 29, 2024, Administrative Action No. 24-5649 authorized Supplemental Agreement No. 1 to the service contract with Envision Dallas Holdings, LLC dba Envision Interface to amend the contract and recognize the contractor's principal office as changing from 4306 Capital Avenue, Dallas, Texas, 75204 to 18010 Valley View Lane, Farmers Branch, Texas, 75234, with zero costs, having no effect on the contract amount; and

WHEREAS, this action will authorize Supplemental Agreement No. 2 to increase the professional services contract with Envision Dallas Holdings, LLC dba Envision Interface for call center services, in an amount not to exceed \$222,831.00, increasing the contract amount from \$891,324.00 to \$1,114,155.00.

Now, Therefore,

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. 2 to increase the professional services contract with Envision Dallas Holdings, LLC dba Envision Interface (VC25074), approved as to form by the City Attorney, for call center services, in an amount not to exceed \$222,831.00, increasing the contract amount from \$891,324.00 to \$1,114,155.00.

SECTION 2. That the Chief Financial Officer is hereby authorized to disburse funds in the estimated amount of \$222,831.00 (subject to annual appropriations) to Envision Dallas Holdings, LLC dba Envision Interface from Service Contract No. MGT-2022-00019760.

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.