

November 12, 2025

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. 1 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. 2 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, on November 21, 2023, as part of an internal reorganization to effectively integrate the Assignor into the Assignee's operations (the "Operational Reorganization"), Accenture (Assignee) intends to cause Incapsulate (Assignor) to transfer and assign its assets to Accenture LLP, (Assignee) an Illinois Limited Partnership and the primary U.S. operating entity of the Accenture group of companies. Upon such intracompany transfer, Accenture LLP (Assignee) will assume, perform, and discharge the future obligations under the Agreement in due course. Such assignment was made effective as of 1 May 2024; and

WHEREAS, Assignor and Assignee have requested an approval of the assignment of the Contract to the Assignee; and

November 12, 2025

WHEREAS, on December 11, 2024, the City Council authorized Supplemental Agreement No. 5 to exercise the third of three one-year renewal options to the service contract with Accenture LLP for maintenance and support to host a customer relationship management software for the Department of Information and Technology Services by Resolution No. 24-1813.

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. 7 to increase the service contract with Accenture LLP (VS0000003787), approved as to form by the City Attorney, for maintenance and support to host a customer relationship management software for the Department of Information and Technology Services to extend from October 31, 2025 to October 31, 2026, in an amount not to exceed \$510,402.23, increasing the contract amount from \$4,497,506.80 to \$5,007,909.03.

SECTION 2. That the Chief Financial Officer is hereby authorized to disburse funds in an amount not to exceed \$510,402.23 (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.