

June 14, 2023

WHEREAS, on October 25, 2017, the City Council authorized (1) 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 in the amount of \$3,150,000; and (2) 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 in the amount of \$3,582,467, from \$5,024,646 to \$8,607,113, in a total amount not to exceed \$6,732,467, by Resolution No. 17-1664; and

WHEREAS, on June 1, 2018, Administrative Action No. 18-5917 authorized Supplemental Agreement No. 1 to the service contract with Incapsulate, LLC for the adoption of several statements of work associated with the implementation of the new 311 CRM application, with zero cost, having no effect on the contract amount; and

WHEREAS, on July 17, 2018, Administration Action No. 18-6214 authorized supplemental agreement No. 2 to the service contract with Incapsulate, LLC for the integration of CityFront mobile app to the new 311 CRM application in an amount not to exceed \$45,000, from \$3,150,000, to \$3,195,000; 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, in an amount not to exceed \$412,000, by Resolution No. 23-0128.

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. 4 to exercise the second of three, one-year renewal options to the service contract with Incapsulate, LLC (VS89716), 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, in an amount not to exceed \$424,360.

SECTION 2. That the Chief Financial Officer is hereby authorized to disburse funds in an amount not to exceed \$424,360 (subject to annual appropriations) to Incapsulate, LLC 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.