



Legislation Text

File #: 22-1237, **Version:** 1

STRATEGIC PRIORITY: Government Performance & Financial Management
AGENDA DATE: June 8, 2022
COUNCIL DISTRICT(S): All
DEPARTMENT: 311
EXECUTIVE: Carl Simpson

SUBJECT

Authorize a three-year service contract with Envision Dallas Holdings, LLC for call center services in an amount not to exceed \$891,324.00 - Total not to exceed \$891,324.00 - Financing: General Fund

BACKGROUND

Envision Dallas Holdings, LLC (formerly Dallas Lighthouse for the Blind) offers employment opportunities and resources to people with visual impairments in North Texas. The contract includes seven positions (including three bilingual) working 37 hours per week. Envision Dallas Holdings, LLC has a successful track record of low turnover and high customer satisfaction. This contract will support the Court Services discipline Monday - Friday from 8:00 a.m. - 7:00 p.m.

Performance measures and agent performance goals will be included in the contract.

- Percent of calls handled
- Calls abandoned
- Average speed of calls answered
- Percent of customers satisfied with the call experience
- Hold Time
- Adherence
- Quality Assurance

Envision Dallas Holdings, LLC employees may be eligible for Social Security benefits, Medicare, and Medicaid and the Federal Government has established the maximum amount that can be earned per month or a limit on Substantial Gainful Activity (SGA). Envision Dallas Holdings, LLC will discuss work incentive options with employees that qualify for these programs.

Services performed by the blind or severely disabled persons are exempt from competitive bidding (per Section 252.022(a)(13) of the Texas Local Government Code).

On November 10, 2015, the City Council authorized a living wage policy that requires contractors to pay their employees a “living wage” rate as established annually by the Massachusetts Institute of Technology Living Wage Calculator for Dallas County by Resolution No. 15-2141. The current calculated living wage required for this contract is \$15.21. This contract complies with the living wage policy.

PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)

The Quality of Life, Arts, and Culture Committee was briefed on the 311 Call Center Services contract on May 16, 2022.

FISCAL INFORMATION

Fund	FY 2022	FY 2023	Future Years
General Fund	\$74,277.00	\$297,108.00	\$519,939.00