



Legislation Text

File #: 23-10, **Version:** 1

STRATEGIC PRIORITY: Government Performance & Financial Management
AGENDA DATE: January 11, 2023
COUNCIL DISTRICT(S): All
DEPARTMENT: Office of Procurement Services
EXECUTIVE: Jack Ireland

SUBJECT

Authorize 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 - Not to exceed \$412,000 - Financing: Data Services Fund

BACKGROUND

This action does not encumber funds; the purpose of a service contract is to establish firm pricing for services, for a specific term, which are ordered on an as needed basis.

This Supplemental Agreement will provide for continued maintenance and support to host a customer relationship management software for the Department of Information and Technology Services. The customer relationship management software allows 3-1-1 dispatchers to log and document resident's non-emergency service requests and route them to appropriate City departments. Departments can then document what actions were taken to complete the service request. The customer relationship management software offers residents the ability to submit service requests by phone, online, or using a mobile application. Additionally, residents can track and receive updates on service requests that have been submitted. The customer relationship management software is fully integrated with various city applications which are utilized by City departments such as Department of Code Compliance, Department of Dallas Animal Services, Department of Sanitation Services, and Water Utilities Department.

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. This contract renewal option includes the most current living wage of \$17.82.

PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)

On October 25, 2017, 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 by Resolution No. 17-1664.

FISCAL INFORMATION

Fund	FY 2023	FY 2024	Future Years
Data Services Fund	\$412,000.00	\$0.00	\$0.00

M/WBE INFORMATION

In accordance with the City's Business Inclusion and Development Policy adopted on September 23, 2020, by Resolution No. 20-1430, as amended, the M/WBE participation on this contract is as follows:

Contract Amount	Procurement Category	M/WBE Goal
\$412,000.00	Other Services	N/A
M/WBE Subcontracting %	M/WBE Overall %	M/WBE Overall Participation \$
N/A	N/A	N/A
• The Business Inclusion and Development Policy does not apply to Proprietary Software.		
• Incapsulate, LLC - Non-local; Workforce - 0.00% Local		

OWNER

Incapsulate, LLC

650 Massachusetts Ave. NW
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Ajay Batish, Chief Executive Officer