



## Legislation Text

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**File #:** 23-233, **Version:** 1

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**STRATEGIC PRIORITY:** Government Performance & Financial Management  
**AGENDA DATE:** February 8, 2023  
**COUNCIL DISTRICT(S):** All  
**DEPARTMENT:** Office of Procurement Services  
**EXECUTIVE:** Jack Ireland

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### **SUBJECT**

Authorize Supplemental Agreement No. 4 to extend a service contract with HLP, Inc. for continuous maintenance and support for the service request and work order management software for the Department of Dallas Animal Services for the period February 2, 2023 through February 1, 2026 - HLP, Inc., sole source - Not to exceed \$190,560 - Financing: General Fund (subject to annual appropriations)

### **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 service contract will provide for continuous maintenance and support for the service request and work order management software for the Department of Dallas Animal Services. The software is used for shelter management, field operations, and veterinary record-keeping.

The Department of Dallas Animal Services receives over 50,000 animal related calls annually. Field operation personnel use this software to manage and respond to calls placed by residents, as well as upload service request notes directly into the software. Additionally, the Department of Dallas Animal Services' veterinarians use the software to record and manage records related to animals that are housed at the animal shelter.

Some examples of key benefits of this system include but not limited to:

- Allows field officers to work from mobile devices such as a tablet or smart phone
- Allows veterinarian staff to electronically store records
- Provides software upgrades to ensure industry standard processes

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 calculated living wage during the solicitation process of this contract is \$17.82 the selected vendor meets this requirement.

### **PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)**

On January 23, 2019, City Council authorized a five-year service contract for maintenance and support for service request and work order management software for the Department of Dallas Animal Services with HLP, Inc. by Resolution No. 19-0185.

### **FISCAL INFORMATION**

Fund	FY 2023	FY 2024	Future Years
General Fund	\$66,186.66	\$62,186.67	\$62,186.67

### **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
\$190,560.00	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.		
• HLP, Inc. - Local; Workforce - 0.00% Local		

### **PROCUREMENT INFORMATION**

Method of Evaluation for Award Type:

Sole Source	<ul style="list-style-type: none"><li>• Utilized for procurements where functional requirements can only be satisfied by one vendor, such as those where patents, copyrights or monopolies exists</li><li>• Exempted from competitive bidding process</li><li>• The Office of Procurement Services conducted a sole source review and found no exceptions</li></ul>
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**OWNER**

**HLP, Inc.**

9878 West Belleview Ave., #110  
Littleton, CO 80123

Keith Brakey, Chief Operating Officer