



## Legislation Text

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**File #:** 23-1460, **Version:** 1

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**STRATEGIC PRIORITY:** Government Performance & Financial Management  
**AGENDA DATE:** June 14, 2023  
**COUNCIL DISTRICT(S):** All  
**DEPARTMENT:** Office of Procurement Services  
**EXECUTIVE:** Jack Ireland

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### **SUBJECT**

Authorize 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 - Not to exceed \$424,360 - Financing: Data Services 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 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 the 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 the City departments such as Department of Code Compliance, Department of Dallas Animal Services, Department of Sanitation Services, and the 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, 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.

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.

### **FISCAL INFORMATION**

Fund	FY 2023	FY 2024	Future Years
Data Services Fund	\$0.00	\$424,360.00	\$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
\$424,360.00	Other Services	N/A
M/WBE Subcontracting %	M/WBE Overall %	M/WBE Overall Participation \$
N/A	N/A	N/A
• This item is Other Services which does not have an availability and disparity participation goal.		
• Incapsulate, LLC - Non-local; Workforce - 0.00% Local		

### **OWNER**

#### **Incapsulate, LLC**

650 Massachusetts Ave. NW Ste. 600  
Washington, DC 20001

Ajay Batish, Chief Executive Officer