



## Legislation Text

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**File #:** 24-928, **Version:** 1

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**STRATEGIC PRIORITY:** Workforce, Education, & Equity

**AGENDA DATE:** April 24, 2024

**COUNCIL DISTRICT(S):** All

**DEPARTMENT:** Office of Community Care

**EXECUTIVE:** M. Elizabeth Cedillo-Pereira

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### **SUBJECT**

Authorize a three-year service contract for providing multimedia messaging services to communicate with the City of Dallas' Women, Infant, Children Program, existing and potentially eligible clients for the period May 1, 2024 through April 30, 2027 - OnSolve, LLC dba One Call Now, sole source - Not to exceed \$109,877.14 - Financing: Texas Department of State Health Services Grant Funds (subject to appropriations)

### **BACKGROUND**

The City of Dallas Woman, Infants, and Children (WIC) Program has served pregnant women, new mothers, and young children for more than 35 years with their nutritional need. The WIC Program focuses on nutrition services, nutritious foods, as well as referral to the appropriate health and human services. OnSolve, LLC dba One Call Now, has assisted the City of Dallas' WIC Program with their multimedia messaging services since 2019.

OnSolve, LLC dba One Call Now provides multimedia options for communicating with the WIC Program existing and potentially eligible clients. OnSolve, LLC dba One Call Now is an existing vendor of both the State of Texas and the City of Dallas. The software facilitates secure file data transfer (approved by the State) of information provided to participants, notifying clients of future, and missed appointments. While using this software, clients can safely and securely engage in a two-way chat that allows them to ask questions and concerns about the WIC Program and receive additional information about various social service options, using their smartphones and/or telephonic devices.

OnSolve, LLC dba One Call Now software is 100 percent internet based and does not require Information and Technology staff's daily intervention.

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 September 28, 2022, the City Council authorized the acceptance of additional grant funds from the Texas Health and Human Services Commission for the WIC Program in an amount not to exceed \$52,430,019.00 in the FY 2023-25 WIC Program Funds by Resolution No. 22-1932.

**FISCAL INFORMATION**

Fund	FY 2023-24	FY 2024-25	Future Years
Texas Department of State Health Services Grant Funds	\$48,482.86	\$30,697.14	\$30,697.14

**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
\$109,877.14	Other Services	23.00%
M/WBE Subcontracting %	M/WBE Overall %	M/WBE Overall Participation \$
N/A	N/A	N/A
• This item is Other Services and is a Sole Source.		
• OnSolve, LLC dba One Call Now - Non-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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**Bidder****Address****Amount**

OnSolve, LLC dba One Call Now

 6240 Avalon Blvd.  
 Alpharetta, GA 30009

\$109,877.14

Note: The Office of Procurement Services conducted a sole source review and found no exceptions.

**OWNER**

OnSolve, LLC dba One Call Now

Sue Holub, Chief Growth Officer