

AGENDA



Thursday, May 24, 2007

**Purchasing Office
RECOMMENDATION FOR COUNCIL ACTION****Item No. 19**

Subject: Approve ratification of award and execution of a 12-month contract with METRICSTREAM, INC., Redwood Shores, CA for the purchase of Quality Management Systems software, installation, and training to support ISO 9000 compliance in an amount not to exceed \$126,000, with four 12-month extension options in estimated amounts not to exceed \$123,600 for the first extension option, \$134,400 for the second extension option \$75,000 for the third extension option, and \$81,000 for the fourth extension option, for a total estimated contract amount not to exceed \$540,000.

Amount and Source of Funding: Funding in the amount of \$42,000 is available in the Fiscal Year 2006-2007 Operating Budget of Austin Energy. Funding in the amount of \$84,000 is available in the Fiscal Year 2006-2007 Capital Budget of Austin Energy. Funding for the extension options is contingent upon available funding in future budgets.

Fiscal Note: A fiscal note is attached.

For More Information: Art Acuña, Buyer II/512-322-6307

Purchasing Language: Critical Business Need.

MBE/WBE: This purchase will be awarded in compliance with Chapter 2-9C of the City Code (Minority-Owned and Women-Owned Business Enterprise Procurement Program). No subcontracting opportunities were identified; therefore, no goals were established for this solicitation.

Austin Energy (AE) is pursuing ISO 9001:2000 registration of the Electric Services and Delivery (ESD) business unit by December 2007. A critical component of meeting the registration deadline is the implementation of a quality management software application that complies with the ISO 9000 series standards for document and record control and for monitoring and implementing corrective/preventive actions, training, auditing, equipment calibration and maintenance, process performance measures, and process compliance.

MetricStream offers an advanced and comprehensive suite of compliance software solutions to support ISO 9000 compliance. Their software platform includes integrated modules for each of the ISO 9000 standards required by the ESD quality management system. In addition, MetricStream provides an Application Service Provider (ASP) service, which will host and support the application and will also allow for a quicker installation solution for AE.

Currently, AE does not possess a software application or combination of applications that would readily meet the ISO 9000 standards. In addition, building a system in-house would significantly extend the December 2007 commitment.

This purchase was approved as a Critical Business Need by the AE General Manager. In order to be ISO 9001:2000 compliant and meet the December 2007 deadline for registration, it was imperative that the quality management software application be purchased by April 2, 2007.