

AGENDA



Thursday, October 16, 2008

**Purchasing Office
RECOMMENDATION FOR COUNCIL ACTION****Item No. 21**

Subject: Authorize award, negotiation, and execution of a 24-month requirements service agreement with TWENTY FIRST CENTURY COMMUNICATIONS INC., Columbus, OH, for the purchase of software upgrades, support, and technical maintenance services in an estimated amount not to exceed \$300,000, with three 12-month extension options in an estimated amount not to exceed \$150,000 per extension option, for a total estimated contract amount not to exceed \$750,000.

Amount and Source of Funding: Funding in the amount of \$150,000 is available in the fiscal Year 2008-2009 Operating Budget of Austin Energy. Funding for the remaining 12 months of the original contract period and extension options is contingent upon available funding in future budgets.

Fiscal Note: There is no unanticipated fiscal impact. A fiscal note is not required.

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

Purchasing Language: Sole Source.

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.

This contract will provide software, related upgrades, support and technical maintenance required in Austin Energy's (AE) Customer Contact Center (CCC). Twenty First Century is the provider of storm and power outage related high volume call answering (HVCA) services and software upgrades for the CCC.

This service is critical to the operation of the CCC. In the event of a storm or other major electrical disturbances, high call volume in the CCC is routed to Twenty First Century for immediate processing. The call information is recorded, processed, and transferred back to AE's Energy Control Center which manages outage analysis applications. The data from the processed call information is used to diagnose electrical system problems and dispatch restorations crews. In addition, the contractor provides a HVCA customer return call service application to verify restoration of electrical services and provide storm data to the outage analysis system.

This is a sole source contract in that Twenty First Century is the only company that offers a specific hosted application for high volume inbound call handling and utility outage reporting. Twenty First Century has provided AE application that includes proprietary and a highly sophisticated system of alarms that provide round the clock surveillance of the utility's HVCA system. Twenty First Century Communications has provided the high call volume answering service for power outages for the past 12 years.