



**TO:** Mayor and Council

**FROM:** Gail M. Roper, CIO  
Kerry Overton, Deputy General Manager, Austin Energy

**DATE:** April 10, 2009

**SUBJECT:** Contract Ratification

The Austin Energy CIC Customer Service Request System (CSR) is a propriety system supported by Motorola and managed by CTM. The CSR system was first implemented by Motorola through a contract with the City in 2001. Motorola has continued to provide routine maintenance, system enhancements, and site upgrades to ensure the speed and accuracy of the system. This multi year contract expired in October of 2008, and AE CIC is seeking ratification of a new contract to continue these services.

The CSR system handles non-emergency (3-1-1) calls and requests for the Citywide Customer Information Center. The software system was originally purchased to handle calls for the Austin Police Department and has since been expanded City-wide.

Motorola is the developer and owner of the CSR application and is the only software provider authorized to provide the City of Austin with CSR maintenance and support. The source code for the CSR application and the use of the data model are contractually controlled by Motorola. There are no other entities, companies or individuals that can legally provide upgrades and maintenance for the application client interface.

Motorola has continued to provide maintenance and support to ensure continuity of services and coverage in case of malfunction since the contract's expiration. A request to ratify a 6-month contract and to approve the negotiation, award and execution of a 6-month contract with four 12-month extension options to continue maintenance of the system for the long term will be submitted for Council review and approval on the May 14, 2009 Council Agenda.

Please let me know if you have any questions or concerns.

cc: Roger Duncan, General Manager, Austin Energy  
cc: Joe Calabrese, Manager, AE Customer Service  
cc: Byron Johnson, Purchasing Officer