

# AGENDA



Thursday, April 22, 2010

## Purchasing Office RECOMMENDATION FOR COUNCIL ACTION

Item No. 25

**Subject:** Authorize award, negotiation, and execution of a 12-month professional services contract with I. ACOSTA CONSULTING, LLC, Austin, TX, for specialized services including project coordination, training, and development of related materials and databases for the City of Austin's AMANDA application in an estimated amount not to exceed \$75,000, with two 12-month extension options in an estimated amount not to exceed \$75,000 per extension option, for a total estimated contract amount not to exceed \$225,000.

**Amount and Source of Funding:** Funding in the amount of \$31,250 is available in the Fiscal Year 2009-2010 Operating Budget of the Financial and Administrative Services Department, Communications and Technology Management. Funding for the remaining seven 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:** Mick Osborne, Specialist Sr. Buyer/974-2995

**Purchasing Language:** Professional Services.

**MBE/WBE:** This contract will be awarded in compliance with Chapter 2-9B 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.

I. Acosta Consulting, LLC will provide consulting services to assist with implementation of the AMANDA 5 Software Application Upgrade in the City of Austin. The AMANDA system is the City's permitting, inspection, enforcement, and development review software system. The vendor will provide a full range of project implementation services to include: project coordination, development and implementation of both classroom and computer based training programs, and development of all related training materials and databases. The services will also include instructor led classroom training as well as the re-training of the AMANDA in-house training team.

The vendor will utilize the City's existing TRAIN application to schedule and track AMANDA training and generate reports. The vendor will also utilize the AMANDA website and existing help desk processes to provide incident tracking and advanced support for users of the application.

Training materials to be developed will include new manuals and quick reference guides for the following courses:

- Basic Overview Review Manual
- Attachment Manual
- Cashiering Manual
- Folder Intake and Maintenance Manual
- Inspections Manual
- Introduction to Reports Manual
- Intake Cashiering Manual

-General Administrative Guide for AMANDA 5

The vendor will populate a new AMANDA training database with AMANDA data and training scenarios and will include staging folders for the computer based training.

I. Acosta Consulting, LLC has previously worked with CTM to facilitate project and training coordination with City of Austin personnel for the AMANDA project. CTM wants to continue with the I. Acosta Consulting, LLC approach for further implementation of the City-wide AMANDA related projects to provide consistency in service and deliverables.