

AGENDA



Thursday, October 28, 2010

**Purchasing Office
RECOMMENDATION FOR COUNCIL ACTION****Item No. 35**

Subject: Authorize award, negotiation, and execution of Amendment No. 3 to a contract with MOTOROLA INC., Shalimar, FL, for a software upgrade, additional licenses, implementation, support, and hosting services for the existing Customer Service Request system and to replace the remaining two 12-month extension options with one 36-month extension option in an amount not to exceed \$1,792,006, with two additional 12-month extension options in an amount not to exceed \$336,744 per extension option, for a total revised contract amount not to exceed \$2,627,212.

Amount and Source of Funding: Funding in the amount of \$950,000 is available in the Fiscal Year 2010-2011 Capital Budget of Austin Energy. Funding in the amount of \$168,518 is available in the Fiscal Year 2010-2011 Operating Budget of Austin Energy. Funding for the remaining 24 months of the 36-month extension option and the two 12-month extension options is contingent upon available funding in future budgets.

Fiscal Note: A fiscal note is attached.

For More Information: Mick Osborne, Specialist Sr. Buyer/974-2995

MBE/WBE: This contract 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 contract. However, Motorola agreed to a voluntary Good Faith Effort to achieve a goal of 7.05% MBE participation and 0.00% WBE participation.

Boards and Commission Action: Recommended by the Electric Utility Commission.

Prior Council Action: May 14, 2009 - Approved contract for additional licenses and maintenance.

This proposed Amendment No. 3 will authorize an upgrade of the Customer Service Request (CSR) 3-1-1 system to Motorola CSR Premier One. It will also include additional licenses as well as maintenance and hosting services for five years.

This contract will update the Motorola CSR software system implemented by the City in 2001. The CSR system handles non-emergency (3-1-1) calls and requests for the City-wide Customer Information Center. The software system was originally purchased to handle calls for the Austin Police Department and has since been expanded to handle City-wide services through a dedicated 3-1-1 Call Center.

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.

Existing Motorola CSR software licenses will remain in place. This contract will include the conversion and migration of existing database information for a seamless transition, a software upgrade and software maintenance and hosting services within Motorola's dedicated Data Center. The PremierOne application

is built on ESRI GIS mapping technology which will provide critical business process capabilities. This enhances the Call Center agent's ability to confirm and validate location information during the initial contact with the citizen, which leads to improvements in response and service delivery times by the departments who will dispatch crews to the location of complaint. PremierOne will integrate with City of Austin Enterprise applications reducing long term costs and support for required interfaces.