

A G E N D A



Recommendation for Council Action (Purchasing)

Austin City Council

Item ID:

6761

Agenda Number

34.

Meeting Date:

May 26, 2011

Department:

Purchasing

Subject

Authorize award, negotiation and execution of a 12-month requirements service contract with APPLEONE EMPLOYMENT SERVICES, Austin, TX, or one of the other qualified offerors to RFP No. TVN0014REBID for temporary staffing services for the Citywide Austin 3-1-1 Information Contact Center and the Utility Contact Center, in an estimated amount not to exceed \$4,500,000 with four 12-month extension options in an estimated amount not to exceed \$4,500,000 per extension option, for an estimated total contract amount not to exceed \$22,500,000.

Amount and Source of Funding

Funding in the amount of \$1,500,000 is available in the Fiscal Year 2010-2011 Operating Budget of the Austin Energy. Funding for the remaining eight 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.

Purchasing
Language:

Best evaluated proposal of ten proposals received.

Prior Council Action:

For More
Information:

Terry Nicholson, Senior Buyer/512-322-6586

Boards and
Commission Action:

Recommended by the Electric Utility Commission.

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 solicitation.

Related Items:

Additional Backup Information

This contract will provide Customer Service Representative (CSR) personnel on an ongoing and as-needed basis to staff the Citywide Information Contact Center (3-1-1) and the Austin Energy Utility Contact Center to serve Austin residents and customers, and to support the business needs of each organization. This contract will allow the centers to meet staffing level requirements as they increase and decrease due to seasonal call volume demands and city-wide emergencies and power outages.

The Utility Contact Center is the single point of contact for information about electric, water, wastewater, and other utility based services. These inquiries are handled by staff from the Utility Contact Center along with power outage concerns. The Utility Contact Center experiences a volume of customer calls at an average of 120,000 calls per month from November through May, with an increase to approximately 155,000 per month from June through October. The Utility Contact Center is staffed with 55 permanent City of Austin CSRs and will require contract staffing from 40 to 60 CSRs based on seasonal demand.

The 24-hour 3-1-1 center is responsible for information regarding all City of Austin services and non-emergency police calls. The 3-1-1 center receives an average of 100,000 calls per month from November through May, with an increase to approximately 130,000 per month from June through October. The 3-1-1 center will require between 20 to 40 contract staff to support peak periods.

An Austin Energy team with expertise in this area evaluated the proposals and unanimously chose this proposal as the best to provide this service. The criteria evaluated included the strength of the company's proposal, organizational and management structure, demonstrated applicable experience, financial viability/stability and total evaluated cost.

This request allows for the development of an agreement with a qualified offeror that Council selects. If the City is unsuccessful in negotiating a satisfactory agreement with the selected offeror, negotiations will cease with that provider. Staff will return to Council so that Council may select another qualified offeror and authorize contract negotiations with this provider.

MBE/WBE solicited: 11/14

MBE/WBE bid: 0/1

PRICE ANALYSIS

- a. Adequate competition. This solicitation was rebid in order to increase the number of competing contractors available to the City. In the original solicitation, there were only eight responses.
- b. Two hundred and seventy-one notices were sent including 11 MBEs and 14 WBEs. Ten proposals were received, including one WBE. There was no response from the MBEs.
- c. This solicitation was rebid in order to increase the number of competing contractors available to the City. In the original solicitation, there were only eight responses.

APPROVAL JUSTIFICATION

- a. Best evaluated proposal received. AppleOne Employment Services is the current provider of these services.
- b. The Purchasing Office concurs with Austin Energy's recommended award.
- c. Advertised on the Internet.