

## A G E N D A



## Recommendation for Council Action (Purchasing)

Austin City Council

Item ID:

12510

Agenda Number

15.

Meeting Date:

February 9, 2012

Department:

Purchasing

## Subject

Authorize award and execution of four 12-month extension options to the requirements services contract with APPLEONE EMPLOYMENT SERVICES, for temporary staffing services for the Citywide Austin 3-1-1 Information Contact Center to provide access to City information and non-emergency police assistance; and the Utility Contact Center to provide information about electric, water and wastewater, and other utility based services, in an estimated amount not to exceed \$4,500,000 per extension option, for a revised estimated total contract amount not to exceed \$18,000,000.

## Amount and Source of Funding

Funding in the amount of \$1,125,000 is available in the Fiscal Year 2011-2012 Operating Budget of Austin Energy. Funding for the remaining nine months of the first extension option and the remaining 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:

Contract.

Prior Council  
Action:

May 26, 2011 – Approved 12-month contract.

For More  
Information:

Terry Nicholson, Sr. Buyer / 322-6586

Boards and  
Commission  
Action:

May 16, 2011 – Electric Utility Commission recommended approval of the original five-year contract including extension options.

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

On May 26, 2011, City Council approved the award and execution of a 12-month service requirements contract with AppleOne Employment Services, Austin, TX, to provide Customer Service Representative (CSR) personnel on an ongoing and as needed basis to staff the Citywide Information Center (3-1-1) and the Austin Energy Utility Contact Center. This contract allows 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. The Citywide Information Center (311) provides Austin citizens 24/7 access to City information and non-emergency Austin Police Department assistance. The centers experience a volume of customer calls at an average of 130,000 calls per month from November through May, with an increase to a maximum of 259,000 per month from June through October. The centers require about 199 CSRs and are currently staffed with 50% permanent CSR's and 50% contract staffing.

In May 2011 when Council approved the 12-month contract, it was with the caveat that future Council approval would be required for the originally requested four 12-month extension options. Austin Energy conducted a study to help determine the future needs and requirements for these services. The study supports the request for continuation of this contract for temporary staffing services. The current contract will expire on June 31, 2012. This proposed action is to request approval of the additional four 12-month extension options to this contract.