

## A G E N D A



## Recommendation for Council Action (Purchasing)

Austin City Council	Item ID:	27818	Agenda Number	38.
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Meeting Date:	October 3, 2013
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Department:	Purchasing
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## Subject

Authorize award, negotiation and execution of a 60-month requirements service agreement with WEST NOTIFICATIONS, INC. dba TWENTY FIRST CENTURY COMMUNICATIONS, to provide a high-volume-call answering system for Austin Energy in an amount not to exceed \$750,000.

## Amount and Source of Funding

Funding in the amount of \$150,000 is available in the Fiscal Year 2013-2014 Operating Budget of Austin Energy. Funding for the remaining 48 months of the original contract period is contingent upon available funding in future budgets.

## Fiscal Note

There is no unanticipated fiscal impact. A fiscal note is not required.

Purchasing Language:	Sole Source
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Prior Council Action:	
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For More Information:	Oralia Jones, Senior Buyer, 512-322-6594
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Boards and Commission Action:	September 16, 2013 - Recommended by the Electric Utility Commission.
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Related Items:	
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MBE / WBE:	This contract will be awarded in compliance with City Code Chapter 2-9C (Minority-Owned and Women-Owned Business Enterprise Procurement Program). No subcontracting opportunities were identified; therefore, no goals were established for this solicitation.
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## Additional Backup Information

This proposed contract with West Notifications, Inc. dba Twenty First Century Communications, Columbus, OH, will provide a high-volume-call answering system to receive power outage calls from customers and automatically feed the information into Austin Energy's outage management system. The system is designed to accept thousands of outage calls through an interactive voice response (IVR) platform. It will collect and feed relevant information into Austin Energy's outage management system and has the ability to provide estimated power restoration times to customers.

In the event of a power outage, huge spikes in call activity quickly overload the utility call center's phone lines resulting in busy signals when customers attempt to report an outage or obtain information about an outage. With the new high-volume-call system capacity, every outage call is answered while allowing the Austin Energy utility contact center lines to be open to meet the customers' ongoing needs without interruption.

Integration with the Customer Care & Billing System (CC&B) and Data One (the primary outage management system) and the vendor's existing equipment and software has been confirmed. In addition, the expertise to maintain this infrastructure has been fully established and proven to be reliable during the recent system conversion and equipment relocation to Austin Energy's new System Control Center.

This system is the only service with the capacity, speed and functionality to meet the unique mission-critical needs of today's utility industry.

This software is proprietary to Twenty First Century Communications and is not available through third parties; therefore, Twenty First Century Communications is the sole source provider of this software.