

A G E N D A



Recommendation for Council Action (Purchasing)

Austin City Council

Item ID:

46330

Agenda Number

42.

Meeting Date:

June 18, 2015

Department:

Purchasing

Subject

Authorize award, negotiation, and execution of a 12-month contract with DARTEZ LLC to provide professional services for operational support of the Application Management and Data Automation software system in an estimated amount not to exceed \$99,840.

Amount and Source of Funding

Funding is available in the Fiscal Year 2014-2015 Capital Budget of the Communications and Technology Management Department.

Fiscal Note

A fiscal note is attached.

Purchasing Language:

Professional Services

Prior Council Action:



For More Information:

Shawn Willett, Corporate Purchasing Manager, 512-974-2274

Boards and Commission Action:



Related Items:

MBE / WBE:

This contract is exempt as specified in Texas Government Code Chapter 252.022.

Additional Backup Information

The contract is for professional services in support of the Application Management and Data Automation (AMANDA) case management software system which was implemented by the City in the spring of 2007. The AMANDA system manages, tracks and produces reports on land development and review activities including permits, trade licenses, escrow, inspections, neighborhood planning, zoning and all activities in the One Stop Shop. In addition, it manages, tracks and produces reports for Austin Code Department activities such as housing and zoning violations and for Health and Human Services Environmental Health Services Division activities such as restaurant and pool inspections and rodent control.

The contractor will provide professional services focused on Help Desk support of the AMANDA software for the City. The contractor will provide a full range of services to include, but not be limited to, handling of operational duties as assigned through the CTM Service Desk, development of system enhancements to meet business needs and participation in various tasks associated with project implementations. The contractor will also coordinate work efforts among the business users, IT staff and vendor. Absent this contractor, additional work will fall on existing staff that are already overburdened and result in delays to critical initiatives such as assisting the Development Services Department with technology improvements.

The contractor is uniquely qualified to perform these responsibilities with over five years of experience with the City's version of the AMANDA System and expertise with multiple lines of business within the City. His experience will facilitate effective operational maintenance as well as rapid trouble-shooting and resolution of issues experienced by AMANDA users while freeing City staff to focus on needed system improvements.