

AGENDA



Recommendation for Council Action (Purchasing)

Austin City Council	Item ID:	72912	Agenda Number	41.
Meeting Date:	August 17, 2017			
Department:	Purchasing			
Subject				
Authorize negotiation and execution of a 36-month contract through the State of Texas Department of Information Resources with RFD & ASSOCIATES, INC., to provide Computer Associates' Application Performance Monitoring software products including maintenance and support, for a total contract amount not to exceed \$355,000.				
Amount and Source of Funding				
Funding in the amount of \$9,861 is available in the Fiscal Year 2016-2017 Operating Budget of Austin Energy. Funding for the remaining 35 months of the original contract period is contingent upon available funding in future budgets.				
Fiscal Note				
A fiscal note is not required.				
Purchasing Language:	Multiple vendors were reviewed within this cooperative purchasing program for these services. The Purchasing Office has determined this Contractor best meets the needs of the department to provide the services required at the best value for the City. The recommended Contractor is the current provider for these services.			
Prior Council Action:	[REDACTED]			
For More Information:	Inquiries should be directed to the City Manager's Agenda Office, at 512-974-2991 or AgendaOffice@ austintexas.gov or to the buyer, Gabriela Harthcock, at 512-322-6118 or Gabriela.Harthcock@austinenergy.com			
Boards and Commission Action:	July 17, 2017 - The Electric Utility Commission meeting was cancelled due to lack of quorum.			
Related Items:	[REDACTED]			
MBE / WBE:	This procurement was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9C Minority Owned and Women Owned Business Enterprise Procurement Program. For the services required for this procurement, there were no subcontracting opportunities; therefore, no subcontracting goals were established.			
Additional Backup Information				

The contract is for the purchase and renewal of Computer Associates' Application Performance Monitoring (APM) products and software maintenance and support. This contract will facilitate the upgrade, renewal and consolidation of Austin Energy's Computer Associates' technology software portfolio including maintenance and support services, and the purchase of new technology products and related maintenance and support services on an as-needed basis.

Computer Associates' (CA) APM monitors applications across many data sources and provides trouble-shooting insights. The patent-pending analytics help prioritize diagnostics, find root cause, and reduce down time. It is scalable and uses multiple sources of data to help users sort through data, act effectively and improve application performance and users' experience.

Austin Energy uses CA's APM to monitor the performance of vital applications that run the Oracle Customer Care and Billing (utility billing) software and IBM Maximo asset management software, and applications for other Austin Energy divisions and functions.

If Austin Energy loses access to CA's APM, it will become difficult to monitor and diagnose issues that could affect customer support and billing applications. The same holds true for the Maximo asset management system and applications for Electrical Service Delivery operations.

This contract is new and represents a consolidation of purchases of these products and services into a single contract. The requested authorization amount is based on forecasted needs for the term of the contract. Austin Energy's historical spend for these products and services have averaged approximately \$112,500 per year.

The State of Texas Department of Information Resources (DIR) cooperative establishes competitively bid contracts that may be utilized by the State and other government agencies through a cooperative agreement. Cooperative agreements save taxpayer dollars by leveraging the State's volume-buying power to drive down costs on hundreds of contracts through a streamlined cooperative purchasing program.