



**Purchasing Service Agreement  
CITY OF AUSTIN  
RECOMMENDATION FOR COUNCIL ACTION**

**AGENDA ITEM NO.:** 35  
**AGENDA DATE:** Thu 06/24/2004  
**PAGE:** 1 of 2

**SUBJECT:** Authorize negotiation and execution of Amendment No. 4 to the contract with MOTOROLA INC., Austin, TX, for the Customer Service Request (CSR) system to install a geo layer import tool and for additional training services in an amount not to exceed \$60,000.

**AMOUNT & SOURCE OF FUNDING:** Funding is available in the Fiscal Year 2003-2004 Amended Operating Budget of the Electric Utility Department.

**FISCAL NOTE:** There is no unanticipated fiscal impact. A fiscal note is not required.

<b>REQUESTING</b> Purchasing	<b>DIRECTOR'S</b>
<b>DEPARTMENT:</b> for Austin Energy;	<b>AUTHORIZATION:</b> <u>Vickie Schubert</u>
Financial and	
Administrative Services -	
Communications and	
Technology	
Management;	

**FOR MORE INFORMATION CONTACT:** Vic Chanmugam, C.P.M., Specialist Senior Buyer, Tel: 974-2030

**PRIOR COUNCIL ACTION:** May 10, 2001 - Approved original contract; November 20, 2003 - Approved Amendment No. 2.

**BOARD AND COMMISSION ACTION:** N/A

**PURCHASING:** N/A

**MBE / WBE:** This contract was awarded in compliance with Chapter 2-9 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.

---

Amendment No. 4 will improve and enhance the CSR system with the installation of a geo layer import tool and additional training classes. This tool allows the importation of the City's GIS data into the system, which provides for the direct routing of service request calls to the appropriate city personnel and will improve address validation capabilities.

On May 10, 2001, Council approved a contract on a pilot project basis for the supply and installation of a Customer Service Request (CSR) system to be used by the Austin Police Department (APD) for handling non-emergency (311) calls/requests for public safety that required a police officer visit. This pilot project worked so well it was decided in September 2003 to expand this system city-wide on a phased in basis, to include non-emergency calls that did not require - police officer visits. Currently, telephone calls directed to the Transportation Division, the Street and Bridge Division and the Drainage Utility are all handled by the 311 system. Other departments will continue to be phased into the system for the rest of this fiscal year. Beginning in November 2004 and after a public information campaign, the blue page numbers in the telephone directory will be phased out and citizens will be directed to dial 311 to request any City



**Purchasing Service Agreement  
CITY OF AUSTIN  
RECOMMENDATION FOR COUNCIL ACTION**

**AGENDA ITEM NO.: 35  
AGENDA DATE: Thu 06/24/2004  
PAGE: 2 of 2**

service or information.

Currently, all non-public safety related 3-1-1 calls are processed by customer service representatives at the City Wide Customer Information Center housed at One Texas Center, 505 Barton Springs Road. They take service requests from citizens, enter them into the CSR system, and assign them a tracking number. They also provide information to citizens on the status of previously processed service requests. These service requests are routed to the appropriate department for investigation and action. Departments record their activities and outcomes against each service request. When the work is finally completed, departments close the service request. The system generates reports that allow managers to monitor performance and improve processes. The system also includes a web interface so that citizens may submit service requests through the city's website.

There have been several amendments to the original contract with Motorola for the CSR system. Amendment No. 1 dated September 3, 2003 for \$43,000 was for training and configuration before the system went city-wide. Amendment No. 2 dated November 20, 2003 for \$301,334 was for the purchase of additional concurrent licenses, training and implementation services for the citywide project. Council approved Amendment No. 2 in an amount not to exceed \$301,334. According to that RCA, the total revised contract amount was \$500,494. This amount contained a typographical error and the total revised contract amount should have been \$503,494 as indicated below. Amendment No. 3 dated March 24, 2004 for \$41,000 was for the installation of the Contact Center, an information management module.

The following table summarizes the dates and amounts of the contract and amendments to date:

Contract Changes	Dollars
Original RCA May 10, 2001	\$159,160
Amendment No. 1, September 3, 2003	<u>\$ 43,000</u>
<b>New contract total</b>	<b>\$202,160</b>
 Amendment No. 2, RCA November 20, 2003	 <u>\$301,334</u>
<b>New contract total</b>	<b>\$500,494</b>
<i>Correction of typographical error</i>	<i><u>3,000</u></i>
<b>Corrected contract total</b>	<b>\$503,494</b>
 Amendment No. 3, Admin increase March 24, 2004	 \$ 41,000
<b>New contract total</b>	<b><u>\$544,494</u></b>
 Proposed Amendment No. 4 Current RCA	 <u>\$ 60,000</u>
<b>Revised total not-to-exceed contract amount</b>	<b>\$604,494</b>