



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

**AGENDA ITEM NO.: 19
AGENDA DATE: Thu 08/12/2004
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SUBJECT: Authorize negotiation and execution of a 12-month service agreement with TWENTY-FIRST CENTURY COMMUNICATIONS, INC, Columbus, OH. for the continuation of storm and power outage-related high volume call answering services and software upgrades for Austin Energy in an amount not to exceed \$150,000, with three 12-month extension options in an amount not to exceed \$150,000 per extension option, for a total agreement amount not to exceed \$600,000.

AMOUNT & SOURCE OF FUNDING: Funding in the amount of \$25,000 is available in the Fiscal Year 2003-2004 Amended Operating Budget of the Electric Utility Department. Funding for the remaining 10 months of the original contract term and the extension options is contingent upon available funding in future budgets.

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

REQUESTING Purchasing
DEPARTMENT: for Austin Energy;
Financial and
Administrative Services -
Communications and
Technology
Management;

DIRECTOR'S
AUTHORIZATION: Vickie Schubert

FOR MORE INFORMATION CONTACT: Mario Guerrero, Senior Buyer/ 322-6307, Maureen McKeon, Supervisor/974-2001

PRIOR COUNCIL ACTION: N/A

BOARD AND COMMISSION ACTION: N/A

PURCHASING: Sole Source.

MBE / WBE: This contract will be 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.

This agreement is for Austin Energy (AE) to maintain the high volume call answering (HVCA) services for storm and power outage related calls and software upgrades from Twenty First Century Communications, Inc. The service provided by the contractor is essential to AE during storm and other electrical disturbances. The ability to handle large call volume overflow and collect outage related data enables the Customer Care Center (CCC) and the Energy Control Center to avoid long delays in collecting storm data, dispatching crews for outage restoration and communicating with customers in the Austin Energy service area. The service can process up to 1500 simultaneous calls and is critical to meeting customer demand during large outages and at the beginning of each event while AE staff is being called in to assist with these emergency operations. Twenty First Century Communications currently provides the services and software to handle call overflows in the CCC during storms or other major electrical disturbances in the AE service area. The agreement will include maintaining the existing operation of the AE HVCA.



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The original contract in 1996 was for call answering and processing services to be provided by Twenty First Century Communications, Inc., a service bureau using Interactive Voice Response (IVR) technology. In April, 2001 Council authorized a 12-month contract for HVCA service and software upgrades with two 12-month extensions for a total contract not to exceed of \$610,000. This service is critical to the operation of the Customer Care Center (CCC). In the event of a storm or other major electrical disturbances, high call volume in the the CCC is routed to Twenty First Century Communications, Inc. for immediate processing. The call information is recorded, processed, and transferred back to AE's Energy Control Center which manages outage analysis applications. The data from the processed call information is used to diagnose electrical system problems, dispatch restoration of electrical services and provide storm data to the outage analysis system.

Twenty First Century Communications, Inc. has developed custom programming and interfaces with the current operation and functionality of the AE Data-One Outage Analysis System. Twenty First Century Communications, Inc. developed the original software scripting and has proprietary rights to the use of the software, related upgrades, support and technical maintenance of the HVCA system.