



**Purchasing Modification
CITY OF AUSTIN
RECOMMENDATION FOR COUNCIL ACTION**

AGENDA ITEM NO.: 31
AGENDA DATE: Thu 11/17/2005
PAGE: 1 of 2

SUBJECT: Authorize execution of Amendment No. 1 to increase the supply/service agreement with AVAYA, Oklahoma City, OK, and its authorized dealers, through GENERAL SERVICES ADMINISTRATION (GSA) Federal Supply Schedule 70, Contract GS-35F-4321D, for Avaya voice systems equipment, software, and services for a fully integrated next generation voice communication system for the City of Austin Customer Service Center and the 311 Citywide Call Center in an amount not to exceed \$837,266, for a revised products and services total amount not to exceed \$6,695,490; and an additional \$357,041 for each of three remaining 12-month maintenance extension options, for a revised maintenance total amount not to exceed \$3,571,123, for revised total agreement amount not to exceed \$10,266,613.

AMOUNT & SOURCE OF FUNDING: Funding in the amount of \$837,266 is available in the Fiscal Year 2005-2006 CIP Budget of the Electric Utility Department.

FISCAL NOTE: A fiscal note is attached.

REQUESTING Purchasing **DIRECTOR'S**
DEPARTMENT: for Austin Energy; **AUTHORIZATION:** Vickie Schubert

FOR MORE INFORMATION CONTACT:

PRIOR COUNCIL ACTION: 10/28/04, Approved original supply/service agreement.

BOARD AND COMMISSION ACTION: N/A

PURCHASING: Cooperative Purchase.

MBE / WBE: N/A

Amendment No. 1 is to increase the agreement amount for the purchase of a fully integrated next generation voice communication system for the Austin Energy managed utility call center, including maintenance, equipment, software and services to be installed, tested, and operational before March, 2006. The system will also include implementation in the 311 call center, and provide the necessary redundancy/disaster recovery features to maintain operations between both call centers. Additionally, the system will provide both call centers with inbound and outbound call recording capabilities as well as an additional automated outbound calling functionality for the utility call center. The system will have a workforce management tool that integrates with the recording systems, as well as additional features/components. The expected benefits are increased customer response time, increased agent efficiency, and the capability to interact with other city communication systems.



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Contract Summary

<u>Description</u>	<u>Action</u>	<u>Amount</u>
Original agreement	10-month supply/service agreement with four 12-month extension options; and for maintenance services with four 12-month extension options;	\$ 858,224 \$5,000,000 \$ 500,000 \$2,000,000
Proposed Amendment No. 1	Increase original agreement; and increase each of the three remaining 12-month maintenance extension options in an amount not to exceed \$357,041.	\$ 837,266 \$1,071,123
Revised Total Agreement Amount		\$10,266,613 ⁻

CIP BUDGET
Fiscal Note

DATE OF COUNCIL CONSIDERATION:
WHERE ON AGENDA:
DEPARTMENT:

11/17/2005
Resolution
Austin Energy

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FINANCIAL INFORMATION:

Parent Project Name: **Customer Services, Billing and Metering**
Project Authorization: 2004-2005 Approved Capital Budget

Current Appropriation	\$	32,793,951.00	
Unencumbered Balance	\$	13,721,352.82	
Amount of This Action		(837,266.00)	
Remaining Balance	\$	12,884,086.82	

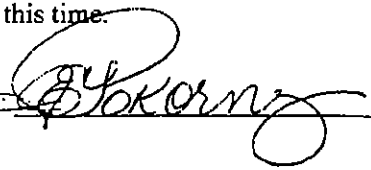
Use of Remaining Balance:

Remaining funds will be used for design, construction, equipment, and material acquisition to complete the project.

Use of Any Remaining Funds After Completion of Project:

No remaining funds anticipated at this time.

Director, Planning & Budget

Signature: 

Date: 11/9/05