



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

**AGENDA ITEM NO.: 32  
AGENDA DATE: Thu 12/15/2005  
PAGE: 1 of 2**

**SUBJECT:** Authorize execution of Amendment No. 4 to the service agreement with REMEDY INTELLIGENT STAFFING, Austin, TX, for temporary customer contact center personnel services, to increase the first extension option in an amount not to exceed \$310,800, for a revised total agreement not to exceed \$5,650,815.

**AMOUNT & SOURCE OF FUNDING:** Funding in the amount of \$310,800 is available in the Fiscal Year 2005-2006 Amended Operating Budget Austin Energy.

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

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

**FOR MORE INFORMATION CONTACT:** Sandy Calles, Buyer Sr., (512) 322-6487

**PRIOR COUNCIL ACTION:** December 11, 2003 - Approved original contract.

**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.

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Austin Energy manages the call handling processes of the Utility Contact Center and the City Wide Information Center. The centers are staffed with a core of City of Austin budgeted personnel and also utilize contract labor for high call volume seasons and for establishing a trained pool of available agents for regular business. The original contract amount, set in February 5, 2004 considered regular business needs, and in 2005 there were three unforeseen events that required contract labor above what was planned. There was a 17% increase in summer calls for the Utilities in the month of August, September and October due to high temperatures. A drainage utility hotline was opened for the duration of the Drainage Utility settlement period and two Hurricane Relief hotlines were operated for Hurricanes Katrina and Rita in September and part of October. Each situation required additional regular and overtime hours to meet the call demand. This increase will allow Austin Energy to complete the current contract year with appropriate temporary staffing levels.



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**Contract Summary**

<b><u>Description</u></b>	<b><u>Action</u></b>	<b><u>Amount</u></b>
Original Contract	12-month agreement with three 12-month extension option	\$5,294,016
Amendment No. 1	Increase amount to allow for unforeseen expenditures	\$45,999
Amendment No. 2	Executed extension option 1 (\$1,323,504)	
Amendment No. 3	Modification of services	\$0.00
Proposed Amendment No. 4	Increase amount to allow AE to complete year with appropriate staffing levels.	<u>\$310,800</u>
<b>REVISED TOTAL AGREEMENT AMOUNT</b>		<b>\$5,650,815</b>