


## AGENDA



Thursday, June 8, 2006

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**Purchasing Service Agreement  
RECOMMENDATION FOR COUNCIL  
ACTION**

ITEM 36

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**Subject:** Authorize negotiation and execution of Amendment No. 1 to the contract through General Services Administration (GSA) Federal Contract Number GS-35-F-0004M, with SIEMENS COMMUNICATION, INCORPORATED, Houston, TX, for the continued purchase of PBX telephone system maintenance for six months for the Austin Energy Call Centers, in an amount not to exceed \$75,738, with an additional three-month extension option in an amount not to exceed \$37,869, for a revised total contract amount not to exceed \$139,852.

**Amount and Source of Funding:** Funding in the amount of \$37,869 is available in Fiscal Year 2005-2006 Approved Operating Budget of Austin Energy. Funding for the remaining three months of the original contract period and extension option is contingent upon available funding in future budgets.

**Fiscal Note:** There is no unanticipated fiscal impact. A fiscal note is not required.

**For More Information:** Martha L. Gaines, Buyer II/322-6583

**Prior Council Action:**

**Boards and Commission Action:**

**Purchasing Language:** Cooperative Purchase.

**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.

**Additional Backup Material**  
(click to open)  
No Attachments Available

On February 24, 2006, a three-month contract for Siemens PBX telephone system maintenance for the Customer Contact Center and the 311 Contact Center was administratively awarded in an amount not to exceed \$25,245. The three-month maintenance contract provided coverage for Austin Energy's Contact Center's telephone system while preparations were being finalized for the purchase and implementation of the new Avaya PBX and telephone system for both call centers.

Due to the complexity of the planning and preparations related to the purchase and implementation of the new Avaya system, and since the AE Contact Centers typically experience high seasonal call volumes during the months of May through September, AE

is requesting an additional 6-months of Siemens system maintenance. The additional maintenance coverage is necessary to ensure that there will be no interruption of daily production services at AE's Contact Centers while the new system is purchased and implemented.

Without the necessary Siemens system maintenance and support, the Centers could experience lengthy down times as a result of unforeseen system problems affecting daily production activities. Additionally, because the existing Siemens system is over five years old, it is imperative that the system continue to be maintained by Siemens. Many of the components are proprietary in nature and can only be maintained and supported by Siemens Communications, Inc.