

A U S T I N C I T Y C O U N C I L

# AGENDA

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------

Thursday, August 10, 2006

+ Back Print

**Purchasing Office  
RECOMMENDATION FOR COUNCIL ACTION**

**ITEM No. 32**

**Subject:** Authorize award, negotiation and execution of two 12-month requirements service contracts with APPLEONE EMPLOYMENT SERVICES, Austin, Texas and EUROSTAFF, Austin, Texas to provide temporary staffing services for the Austin Energy Utility and the Citywide Information (3-1-1) customer contact in-bound call centers in an estimated combined amount not to exceed \$3,062,098, with four 12-month extension options in an estimated combined amount not to exceed \$3,062,098 per extension option, for a total estimated combined contract amount not to exceed \$15,310,490.

**Amount and Source of Funding:** Funding in the amount of \$255,174.83 is available in the Fiscal Year 2005-2006 Amended Operating Budget for Austin Energy. Funding for the remaining 11 months of the original contract period and extension options is contingent upon available funding in future budgets.

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

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

**For More Information:** Sandy Calles, Buyer Sr./ (512) 322-6487

**Purchasing Language:** Best two evaluated proposals of five proposals received.

**MBE/WBE:** This contract will be awarded in compliance with Chapter 2-9C 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 contract will provide customer service personnel on an ongoing and as-needed basis to staff the Citywide Information Contact Center (3-1-1) and the Austin Energy Utility Customer Service Center (Service Center) to support the business needs of each organization. Staffing level requirements may increase significantly to address seasonal call volume spikes and handle city-wide emergencies and power outages. Thus, the contractors will be expected to provide temporary staff on an on-going basis.

The Service Center is the principle and single point of the flow of information from customers to Service Center staff. All power, water, wastewater, and other substantial utility-based information from utility customers including power outages, is directed to and handled by this staff. The Service Center typically experiences volume of customer calls at an average of 120,000 calls per month from November through May, with an increase in calls up to 155,000 per month from June through October. The Service Center is staffed with 55 permanent Customer Service Representatives and will require a core contract staffing of between 40 and 60 Customer Service Representatives based on seasonal demands.

The 24-hour Citywide Information Contact Center (3-1-1) is expanding from being a 24x7 resource for information regarding all City services to also answering all 3-1-1 non-emergency police calls that currently go to the Austin Police Department's 3-1-1 service. The CIC (3-1-1) currently receives an average of 35,000 calls per month, with that volume expected to rise to 100,000 calls per month with the transition of APD calls to the CIC and full advertisement of the 311 service beginning in 2007. The Contact Center will be staffed with approximately 20 permanent Customer Service Representatives and will require a core of 65 or more temporary contract personnel for 24x7 operations. In order to successfully execute this transition in early 2007, staffing levels will increase

considerably in a short period of time starting as early as October 2006.

The proposed contract will allow for successful management of the fluctuating staffing levels for both centers. Each contractor will be given the opportunity to fill orders for temporary staff on an equal (50/50) basis during the initial six months of the contract. Performance evaluations will determine the bill rates for all subsequent three month periods.

MBE/WBE solicited: 14/10 MBE/WBE bid: 1/0

SL06300009A Price Analysis a. Adequate competition b. Twenty-four notices were sent, including 14 MBEs and 10 WBEs. Eight solicitations were issued. Five proposals were received, including one MBE and no WBEs. c. The pricing offered by EuroStaff represents a 19.26% decrease and the pricing offered by AppleOne represents an 18.52% decrease from the last contract awarded February 2004. The decrease in cost is a reflection of the improved definition of required services and scope.

Approval Justification a. Best evaluated proposals. b. The Purchasing Office concurs with Austin Energy's recommended awards. c. Advertised on the Internet.