

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

## AGENDA



Thursday, January 11, 2007

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### Purchasing Office RECOMMENDATION FOR COUNCIL ACTION

**ITEM No 40**

**Subject** Authorize award and execution of Amendment No 9 to a contract with MOTOROLA COMMUNICATIONS AND ELECTRONICS, INC , Austin, TX, for the purchase of additional software, training, licenses and maintenance for the Customer Service Request system in an amount not to exceed \$174,520, and to increase the final extension option for maintenance and support, in an amount not to exceed \$31,600, for a revised total contract amount not to exceed \$1,140,604

**Amount and Source of Funding** Funding in the amount of \$25,000 is included in the Fiscal Year 2006-2007 Capital Budget of Austin Energy Funding in the amount of \$149,520 is included in the Fiscal Year 2006-2007 Operating Budget of Austin Energy Funding for the remaining extension option is contingent upon available funding in future budgets

**Fiscal Note** A fiscal note is attached

#### Additional Backup Material

(click to open)

**MOTOROLA AMEND9  
011107 CONTRACT  
SUMMARY**  
 **AE FN**

**For More Information** Mick Osborne, Sr Buyer Specialist/974 2995

**Purchasing Language** Contract Amendment

**MBE/WBE** This contract was 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 contract

**Prior Council Action** 5/10/01- approved original contract, 11/20/03- approved Amendment No 2, 6/24/04- approved Amendment No 4, 3/3/05 approved Amendment No 6

The Customer Service Request (CSR) system handles non-emergency (311) calls and requests for the Citywide Customer Information Center The software system was originally purchased to handle calls for the Austin Police Department and has since been expanded City-wide This action will allow for the purchase of a MapViewer software license, first year maintenance and training, as well as 30 additional CSR concurrent user licenses

The MapViewer software is a tool that allows call takers to plot occurrences on a digital reference map The software ties the Customer Service Request system to the GIS system and, using landmarks, can help pinpoint locations immediately and identify location requests to an exact address This is particularly helpful in identifying an address for a "pot hole" or "loose dog" when the caller does not have an exact address, but can provide a point of reference The MapViewer will also assist managers in visually tracking their work team's daily activities

The CSR concurrent licenses are needed to meet the additional call volume created by the addition of Solid Waste Services Department calls and the anticipated increase in calls when APD 311 calls are added in January 2007

Contract Summary		
Contract History	Description	Amount
Original Contract	Purchase, install and implement system (contract written with five 12-month extension options for maintenance, but funding was not included in the RCA)	\$159,160
Amendment No 1	Expanded system to add five departments	\$43,000
Amendment No 2	Expanded system city-wide, added first year maintenance and support	\$301,334
Amendment No 3	Purchased additional licenses	\$41,000
Amendment No 4	Purchased additional software (Geo Tool) and training	\$60,000
Amendment No 5	Second year maintenance	\$29,500
Amendment No 6	Upgraded to latest version of software	\$183,490
Amendment No 7	Third year maintenance	\$39,000
Amendment No 8	Fourth year maintenance	\$39,000
Proposed Amendment No 9	Purchase additional licenses (\$108,000), MapViewer software (\$25,000), maintenance (\$31,600), and training (\$9,920) and increase fifth year maintenance	\$174,520
	Increase the option for the fifth year maintenance by \$31,600	\$70,600
	Revised Total Contract Amount	\$1,140,604

**CIP BUDGET**  
**Fiscal Note**

**DATE OF COUNCIL CONSIDERATION**  
**WHERE ON AGENDA**  
**DEPARTMENT**

1/11/2007  
Resolution  
Austin Energy

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**FINANCIAL INFORMATION**

Parent Project Name	<b>Customer Services, Billing and Metering</b>
Project Authorization	2006-2007 Approved Capital Budget

Current Appropriation	\$	53,793,951 00	
Unencumbered Balance	\$	28,815,757 22	
Amount of This Action		(25,000 00)	
Remaining Balance	\$	28,790,757 22	

**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

Signature J E Pokorny, Director Planning & Budget

Date 12/22/2006