

AGENDA



Thursday, February 11, 2010

**Purchasing Office
RECOMMENDATION FOR COUNCIL ACTION**
Item No. 10

Subject: Authorize award, negotiation, and execution of a 12-month requirements contract through the State of Texas, Department of Information Resources (DIR), with ORACLE USA, Austin, TX, for the purchase of the Oracle Utilities Mobility Workforce Management Real Time Scheduler software and software support services in an estimated amount not to exceed \$300,000, with three 12-month extension options in an estimated amount not to exceed \$55,000 per extension option, for a total estimated contract amount not to exceed \$465,000.

Amount and Source of Funding: Funding in the amount of \$300,000 is available in the Fiscal Year 2009-2010 Capital Budget of Austin Energy. Funding for the extension options is contingent upon available funding in future budgets.

Fiscal Note: A fiscal note is attached.

For More Information: Art Acuña, Senior Buyer/322-6307

MBE/WBE: This contract will be awarded in compliance with Chapter 2-9D of the City Code (Minority Owned and Women Owned Business Enterprise Procurement Program). This contract is a Cooperative Purchase; therefore, it is exempted under Chapter 791 of the Texas Local Government Code and no goals were established for this solicitation.

Boards and Commission Action: Recommended by the Electric Utility Commission.

This contract is for the purchase of the Oracle Real Time Scheduler software for a single integrated Mobile Workforce Management solution. In addition, software support services will be provided for any required maintenance and software upgrades over the life of the contract. Austin Energy's (AE) Electric Service Delivery (ESD) group is in need of this Mobile Workforce Management System to enhance their performance to provide the following:

- capability to schedule, assign, and dispatch short cycle work
- ability for the utility field service crews to receive and update dispatched service orders in real time and to view and update site location information and other related documents while out in the field
- to interface with mapping and route optimization tools, allowing dispatchers to locate field crews which will provide updated arrival times, reschedule appointments, balance workloads, and manage emergencies more efficiently
- to allow executive reporting to calculate costs, perform resource planning, and equipment management.

Additionally, the Mobile Workforce Management system is expected to provide the following benefits for AE:

- ability to replace labor-intensive paper-based work management and scheduling
- ability to automate workflow management, wireless technology, and route and schedule balancing
- ability to efficiently integrate data sets required for workflow modeling, scheduling, and routing decisions that are key within AE's business processes
- ability to provide schedule and route optimization base on configurable variables.

Oracle USA is contracted through the State of Texas, Department of Information Resources (DIR) to provide this software and services to other public entities state-wide as a result of a competitive bidding process. Utilizing the DIR contract provides for large volume discount pricing.