

## AGENDA



Thursday, May 27, 2010

**Purchasing Office  
RECOMMENDATION FOR COUNCIL ACTION****Item No. 37**

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**Subject:** Authorize award and execution of a 12-month requirements service contract with SAP CANADA, VANCOUVER, BC, for the purchase of SAP software maintenance and support services in an estimated amount not to exceed \$16,500, with six 12-month extension options in an estimated not to exceed \$16,500 per extension option, for a total estimated contract amount not to exceed \$115,500.

**Amount and Source of Funding:** Funding in the amount of \$16,500 is available in the Fiscal Year 2009-2010 Operating Budget of Austin Energy. Funding for the extension options 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:** Art Acuña, Senior Buyer/322-6307.

**Purchasing Language:** Critical Business Need.

**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.

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

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This contract is for the purchase of SAP software maintenance and support services used to support the Customer Information Services (CIS) Billing System Replacement Project. CIS provides the City with a single service to generate utility bills for customers of the City's utilities, including Austin Energy, Austin Water Utility, and Solid Waste Services. The new CIS System will utilize blended software solutions including Oracle, SAP, and IBM Websphere software applications. The blended software needed to implement the new CIS was initially purchased as a bundled package from IBM on April 30, 2009, and awarded as part of an eight year contract.

As the new CIS project is in its second year, the ancillary software application maintenance and support services required for Oracle and SAP software maintenance must be obtained directly from their respective manufacturers. This contract will be for the exclusive purchase of software maintenance and support services for SAP Software from Business Objects Americas. This ongoing SAP software maintenance and support services is necessary to ensure that AE can maintain adequate assurance that an unanticipated software problem could be resolved in sufficient time to prevent loss of service and related revenue within the new CIS.

The contract approved with IBM included funding for this service, therefore that contract will be amended by decreasing the authorization in an amount equal to the amount approved above.