## Recommendation for Council Action

**AUSTIN CITY COUNCIL**
**Regular Meeting: November 9, 2017**                    Item Number: **031**

**Purchasing Office**

Authorize negotiation and execution of a contract with Motorola Solutions, Inc., to continue to support hosting services and related adjuncts and interfaces for the existing customer service request system, for a term of five years in an amount not to exceed $2,500,000. (Sole source contracts are exempt from the City Code Chapter 2-9C Minority Owned and Women Owned Business Enterprise Procurement Program; therefore, no subcontracting goals were established).

| Lead Department | Purchasing Office. |
|---|---|
| Fiscal Note | Funding in the amount of $500,000 is available in the Fiscal Year 2017-2018 Operating Budget of Austin Energy. Funding for the remaining contract term is contingent upon available funding in future budgets. |
| Purchasing Language | Sole Source. |
| For More Information | Inquiries should be directed to the City Manager's Agenda Office, at 512-974-2991 or AgendaOffice@austintexas.gov <mailto:AgendaOffice@austintexas.gov>or to the buyer, Jim Howard, at 512-974-2031 or Jim.Howard@austintexas.gov <mailto:Jim.Howard@austintexas.gov>. |
| Council Committee, Boards and Commission Action | October 16, 2017 - Unanimously approved by the Electric Utility Commission on a 7-0 vote, with Commissioners Fath, Stout and Wray absent, and one vacancy. |

| Client Department(s) | |
|---|---|
| | Austin Energy. |

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## Additional Backup Information:

The contract will provide continued support, hosting services and related adjuncts and interfaces for Motorola Solutions customer service request (CSR) PremierOne software system currently in use by the City. The CSR system handles non-emergency (3-1-1) calls and requests for the city-wide customer information center. This software system was originally purchased to handle calls for the Austin Police Department and has been expanded to handle city-wide services through a dedicated 3-1-1 Call Center.

In 2010, the City upgraded to PremierOne, a hosted application. The PremierOne application is built on global information system (GIS) mapping technology which provides critical business process capabilities that enhances the Call Center agent's ability to confirm and validate location information during the initial contact with the citizen. In 2014, the City added a citizen mobile app, implemented Open 311 support for developers and started a daily data feed to the City's Open Government portal. The City also added integration for database interfaces between CSR and selected databases via the City's Enterprise Service Bus.

Motorola Solutions, Inc. is the developer and owner of the CSR PremierOne application and is the only software provider authorized to provide the City with CSR maintenance and support. The source code for the CSR application and the use of the data model are proprietary to Motorola Solutions, Inc.

Planned enhancements to the CSR PremierOne application to improve delivery of services to our citizens are included in this contract. These include improvements to geographic components for automatic integration with City deployed smart technologies, and the implementation of a field mobile application for real-time service request assignment and updates with partner departments.

This contract replaces a contract that has been in place since November 1, 2008 and expires December 31, 2017. The current contract annual authorization amount is $398,520 with an approximate expenditure of $370,000 per year. The annual contract increase is due to added features, but the contractor is foregoing the annual 3% cost increase of hosting and maintenance that has been in prior contracts.

Continued maintenance of this system is critical to providing city-wide services through a dedicated 3-1-1 Call Center.