



Recommendation for Action

File #: 20-2448, **Agenda Item #:** 45.

8/27/2020

Posting Language

Authorize negotiation and execution of a multi-term contract with Carahsoft Technology Corporation, or one of the other qualified offerors to Request for Proposals 1100 ELF3000, to provide a managed contact center communications and infrastructure solution, for up to five years for a total contract amount not to exceed \$11,750,000.

(Note: This solicitation was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9C Minority Owned and Women Owned Business Enterprise Procurement Program. For the goods and services required for this solicitation, there was insufficient availability of MBE/WBE firms; therefore, no subcontracting goals were established).

Lead Department

Purchasing Office.

Client Department(s)

Austin Energy.

Fiscal Note

Funding in the amount of \$2,750,000 is available in the Fiscal Year 2020-2021 Capital Budget of Austin Energy. Funding for the remaining contract term is contingent upon available funding in future budgets.

Purchasing Language:

The Purchasing Office issued a Request for Proposals (RFP) 1100 ELF3000 for these goods and services. The solicitation issued on November 19, 2018 and it closed on January 17, 2019. Of the 11 offers received, the recommended contractor submitted the best evaluated responsive offer. A complete solicitation package, including a log of offers received, is available for viewing on the City's Financial Services website, Austin Finance Online. Link: [Solicitation Documents](https://www.austintexas.gov/financeonline/account_services/solicitation/solicitation_details.cfm?sid=127854)
<https://www.austintexas.gov/financeonline/account_services/solicitation/solicitation_details.cfm?sid=127854>.

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>>

NOTE: Respondents to this solicitation, and their representatives, shall continue to direct inquiries to the solicitation's Authorized Contact Persons: Elisa Folco, at 512-974-1421 or Elisa.Folco@austintexas.gov <<mailto:Elisa.Folco@austintexas.gov>> or Brett Hardy, at 512-322-6122 or Brett.Hardy@austintexas.gov <<mailto:Brett.Hardy@austintexas.gov>>.

Council Committee, Boards and Commission Action:

August 10, 2020 - Recommended by the Electric Utility Commission on a 7-0 vote, with Commissioners Hadden and Stone off the dais, Commissioner Wray absent and one vacancy.

Additional Backup Information:

The contract will provide a managed contact center communications and infrastructure solution for the Utility Contact Center and Austin 3-1-1 managed by Austin Energy. This cloud hosted solution will provide services including hosting, maintaining and implementing a robust contact center solution and replace the current on-premise Avaya solution which is set to expire on April 2021.

An evaluation team with expertise in this area evaluated the offers and scored Carahsoft Technology Corporation as the best to provide these products and services based on system concept and solution and program; demonstrated applicable experience and personnel qualifications; business organization and stability and project management structure; price; local preference; and service-disabled veteran business enterprise.

This is a new contract. The requested authorization amount is based on department estimates, historical spend, pricing submitted in response to the solicitation and a 13% contingency to cover additional services that may be required during the life of this technology solution.

This request allows for the development of a contract with a qualified offeror selected by Council. If the City is unsuccessful in negotiating a satisfactory contract with the selected offeror, negotiations will cease with that provider. Staff will return to Council so that another qualified offeror may be selected, authorizing new contract negotiations.

Contract Detail:

| <u>Contract Term</u> | <u>Length of Term</u> | <u>Contract Authorization</u> |
|-----------------------------|------------------------------|--------------------------------------|
| Initial Term | 3 yrs. | \$ 7,966,200 |
| Optional Extension 1 | 1 yr. | \$ 1,891,900 |
| Optional Extension 2 | 1 yr. | \$ 1,891,900 |
| TOTAL | 5 yrs. | \$11,750,000 |

Note: Contract Authorization amounts are based on the City's estimated annual usage.

Strategic Outcome(s):

Government that Works for All.