



Recommendation for Action

File #: 21-2139, **Agenda Item #:** 81.

7/29/2021

Posting Language

Authorize an amendment to an existing contract with Intrado Interactive Services Corporation, for continued high call volume answering services, for an increase in the amount of \$260,000 and to extend the term by one year, for a revised total contract amount not to exceed \$1,144,000.

(Note: This contract is 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.

Client Department(s)

Austin Energy.

Fiscal Note

Funding in the amount of \$24,000 is available in the Fiscal Year 2020-2021 Operating Budget of Austin Energy. Funding for the remaining contract term is contingent upon available funding in future budgets.

Purchasing Language:

Contract Amendment.

Prior Council Action:

October 3, 2013 - Council approved the original contract, item 38, on a 7-0 vote.

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 Liz Lock, at 512-322-6251 or Liz.Lock@austintexas.gov <<mailto:Liz.Lock@austintexas.gov>>.

Council Committee, Boards and Commission Action:

June 21, 2021 - Recommended unanimously by the Electric Utility Commission on a 6-0 vote, with Commissioner Reed off the dais and Commissioners Funkhouser, Trostle and Wray absent, and one vacancy.

Additional Backup Information:

The contract provides high call volume answering services during power outages. The system is designed to accept thousands of outage calls through an interactive voice response platform. In the event of a power outage, huge spikes in call activity quickly overload the utility contact center's phone lines when customers attempt to report an outage or obtain information about an outage. With this service, customer outage calls can be answered and reported while allowing the utility contact center lines to be open to meet customer's ongoing needs without interruption.

Austin Energy is in need of additional time and funding on this contract as it reviews options and determines the best long-term solution for these services.

The contractor custom-designed the system for Austin Energy in 1996 with proprietary coding, therefore Intrado Interactive Services Corporation is the sole provider of these services.

Contract Detail:

Contract Term	Length of Term	Current Contract Authorization	Requested Additional Authorization	Revised Total Authorization
Initial Term	8 yrs.	\$812,000		\$ 812,000
Contract Amendment		\$ 72,000		\$ 72,000
Proposed Amendment	1 yr.		\$260,000	\$ 260,000
TOTAL	9 yrs.	\$884,000	\$260,000	\$1,144,000

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

Strategic Outcome(s):

Government That Works for All.