

A G E N D A



Recommendation for Council Action (Purchasing)

Austin City Council	Item ID:	20969	Agenda Number	37.
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Meeting Date:	January 17, 2013
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Department:	Purchasing
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Subject

Authorize award, negotiation, and execution of Amendment No. 5 to a contract with MOTOROLA SOLUTIONS, INC. to add a software upgrade, additional licenses, implementation, support, and hosting services and one 12-month contract extension for the existing Customer Service Request system in an amount not to exceed \$723,559, and to increase the first and second extension options in amounts not to exceed \$64,464 and \$66,168 respectively, for a total contract amount not to exceed \$3,481,403.

Amount and Source of Funding

Funding in the amount of \$854,191 is available in the Fiscal Year 2012-2013 Capital Budget of Austin Energy.

Fiscal Note

A fiscal note is attached.

Purchasing Language:	Contract Amendment.
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Prior Council Action:	October 28, 2010 - approved amendment No. 3 for a software upgrade, additional licenses, implementation, support, and hosting services for the existing Customer Service Request system; May 14, 2009 - approved a contract for additional licenses and maintenance.
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For More Information:	Elisa Folco, 512-974-1421
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Boards and Commission Action:	Recommended by the Electric Utility Commission.
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Related Items:	
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MBE / WBE:	This contract was awarded in compliance with Chapter 2-9C of the City Code (Minority-Owned and Women-Owned Business Enterprise Procurement Program). No subcontracting
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opportunities were identified; therefore, no goals were established for this contract.

Additional Backup Information

This proposed Amendment No. 5 will update the Motorola Solutions CSR PremierOne software system currently in use by the City by adding a data portal bridge and a citizen mobile phone application. The CSR system handles non-emergency (3-1-1) calls and requests for the City-wide Customer Information Center. The software system was originally purchased to handle calls for the Austin Police Department and has been expanded to handle Citywide services through a dedicated 3-1-1 Call Center.

The original contract was a replacement for a 2001 City contract for Motorola CSR and was purchased through DIR. This contract began in 2009 and CTM staff supported the application. Amendment No. 3 moved the City to PremierOne, a hosted application. The substantial increase for Amendment No. 3 was due to the cost of the upgrade, the move to a hosted solution, and doubling the user licenses (significant growth in user count tied to the full utilization and completion of original implementation).

The module being added in Amendment No. 5 will add a citizen mobile phone app for smart phones (Android and Apple based products at this time) to permit the remittance of service requests, the tracking of their progress, and to follow along with other requests submitted via phone when permitted by the requestor and department. (Twitter feed). The work also includes a data portal bridge that permits interaction via Open 3-1-1 protocols with the City. The work also supports the engineering effort required to implement automated two-way database interfaces between CSR and selected City databases (Maximo, AMANDA, etc.). This automated interface will permit the citizen to submit a service request to CSR and the automated interface will allow mapped data to flow to the departmental database to automatically open requests in that database for the request. The interface also permits the department to update results in their database and then flow updates to the associated CSR request so the citizen can receive updates and closure on their request.

This amendment will authorize a one-year extension to add time, scope and spending authority to the existing contract with Motorola Solutions for the new functions and related support and maintenance, and will also add scope and spending authority to the existing extension options for the support, license and maintenance cost for the added modules.

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

Existing Motorola Solutions CSR software licenses will remain in place. The PremierOne application is built on ESRI GIS mapping technology which provides critical business process capabilities. This enhances the Call Center agent's ability to confirm and validate location information during the initial contact with the citizen, which leads to improvements in response and service delivery times by the departments who will dispatch crews to the location of complaint. PremierOne will integrate with City of Austin Enterprise applications reducing long term costs and support for required interfaces.

Contract Summary		
Description	Action	Amount
Original Contract Date: May 14, 2009	Licenses, maintenance, and support for the 3-1-1 CSR system from November 1, 2008 through October 31, 2009.	\$70,600

Amendment No. 1 Date: October 21, 2009	First extension option of license, maintenance and support for the 3-1-1 CSR system from November 1, 2009 through October 31, 2010.	\$72,718
Amendment No. 2 Date: August 11, 2010	Additional training.	\$18,400
Amendment No. 3 Date: October 28, 2010	36-month extension from January 1, 2011 through December 31, 2013 for System Upgrade to PremierOne, hosting, consulting services and 55 additional licenses. Two extension options for Application Support and hosting from January 1, 2014 through December 31, 2015.	\$1,792,006 \$673,488
Amendment No. 4 Date: February 8, 2011	Administrative non-fiscal update to reflect the splitting of Motorola into two separate operating companies, and to update the overall contract with the current Motorola Solutions nomenclature.	\$0
Proposed Amendment No. 5	Add a software upgrade, additional licenses, implementation, support, and hosting services and one 12-month contract extension from January 1, 2014 through December 31, 2014 and increase the two extension options.	\$854,191
Revised Total Contract Amount		\$3,481,403