

A G E N D A



Recommendation for Council Action (Purchasing)

Austin City Council - Commissioner's Court Meeting		Item ID:	34324	Agenda Number	85.
Meeting Date:	August 7, 2014				
Department:	Purchasing				
Subject					
Authorize award, negotiation, and execution of a contract with DIRECTAPPS, INC. DBA DIRECT TECHNOLOGY, or another qualified offeror to RFP No. GAL0018, for the purchase and implementation of a new workflow automation software solution for Austin Energy's energy efficiency and solar rebate programs, in an amount not to exceed \$798,000 with hosting and support services for one 24-month period in an amount not to exceed \$396,000 and three 12-month extension options in an amount not to exceed \$198,000 per extension option, for a total contract amount not to exceed \$1,788,000.					
Amount and Source of Funding					
Funding in the amount of \$798,000 is available in the Fiscal Year 2013-2014 Operating Budget of Austin Energy. Funding for the hosting and support services is contingent upon available funding in future budgets.					
Fiscal Note					
There is no unanticipated fiscal impact. A fiscal note is not required.					
Purchasing Language:	Best evaluated proposal.				
Prior Council Action:					
For More Information:	Gage Loots, Supervising Senior Buyer, 512-322-6251				
Boards and Commission Action:	July 15, 2014 - Approved by the Resource Management Commission on a vote of 6-0. July 21, 2014 - Approved by the Electric Utility Commission on a vote of 7-0.				
Related Items:					
MBE / WBE:	This contract will be awarded in compliance with City Code Chapter 2-9D (Minority-Owned and Women-Owned Business Enterprise Procurement Program). No subcontracting opportunities were identified; therefore, no goals were established for this contract.				

Additional Backup Information

This contract is for the purchase of a new workflow automation software solution for Austin Energy's Customer Energy Solutions energy efficiency and solar rebate programs. The software application will support Austin Energy's goal to reach 800 MW of peak demand savings and 200 MW of solar resources by the year 2020 through a mix of energy efficiency program offerings, including demand response programs for residential and commercial customers, as well as Green Building, Electric Vehicle, and Solar programs.

This purchase will replace the existing software which is unstable and limited in handling the required functionality of Austin Energy's multiple Customer Energy Solutions programs. The existing application suffers from constrained functionality, periodic lack of connectivity, field scheduling constraints, and access issues that in turn, impede Austin Energy's goal to provide outstanding customer service. Furthermore, the current system has limited scalability as it provides support for two programs, whereas the future solution will address all current and future Customer Energy Solutions program needs. The new application will provide the capability to centralize the functionality of the energy efficiency and solar rebate programs. It will standardize and align the workflow management and tracking while providing an improved reporting functionality and enhanced audit capabilities. The new application will provide a cost effective and streamlined communication exchange that will further improve the contractor interface, customer responsiveness, and satisfaction.

City of Austin vendors, contractors, customers, and Customer Energy Solutions staff will have the option to access the web-based application. This automation solution will provide maximum utilization of existing resources and minimize manual data entry and processing while preserving oversight capabilities.

An Austin Energy evaluation team with expertise in this area evaluated the proposals and unanimously chose this proposal as the best to provide these services. Evaluation criteria used to evaluate the proposals included system concept and solution, timeline and implementation approach, expertise, personnel and experience, cost and local business presence.

This request allows for the development of an agreement with a qualified offeror that Council selects. If the City is unsuccessful in negotiating a satisfactory agreement with the selected offeror, negotiations will cease with that provider. Staff will return to Council so that Council may select another qualified offeror and authorize contract negotiations with this provider.

MBE/WBE solicited: 37/18

MBE/WBE bid: 0/0

PRICE ANALYSIS

- a. Adequate competition.
- b. One thousand, one hundred and six notices were sent, including 37 MBEs and 18 WBEs. Nine proposals were received, with no response from the MBE/WBE.

APPROVAL JUSTIFICATION

- a. Best evaluated proposal.
- b. The Purchasing Office concurs with Austin Energy's recommended award.
- c. Advertised on the Internet.

