

A G E N D A



Recommendation for Council Action (Purchasing)

Austin City Council	Item ID:	59199	Agenda Number	19.
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Meeting Date:	June 16, 2016
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Department:	Purchasing
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Subject

Authorize negotiation and execution of a 60-month contract with IFACTOR CONSULTING, INC., for upgrade, support and hosting of Storm Center outage reporting software, in an amount not to exceed \$2,312,740.

Amount and Source of Funding

Funding in the amount of \$115,637 is available in the Fiscal Year 2015-2016 Operating Budget of Austin Energy. Funding for the remaining 57 months of the original contract period is contingent upon available funding in future budgets.

Fiscal Note

A fiscal note is not required.

Purchasing Language:	Sole Source
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Prior Council Action:	
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For More Information:	Gage Loots, Corporate Purchasing Manager, 512-322-6251
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Boards and Commission Action:	May 16, 2016 - Recommended by the Electric Utility Commission on an 11-0 vote.
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Related Items:	
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MBE / WBE:	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.
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Additional Backup Information

The contract is for the upgrade, support and hosting of Storm Center outage reporting software. The Storm Center upgrade project will improve and enhance Austin Energy's existing Storm Center platform including expanded outage reporting capabilities supporting interactive communication with customers' mobile devices. The proposed contract includes software, configuration and implementation services, training, software maintenance and support services, a disaster recovery solution, and software subscription and hosting services. Austin Energy presented an overview of this storm response and outage restoration process to the Austin Energy Utility Oversight Committee in May 2016.

The purpose of the Storm Center upgrade project is to replace the desktop web browser version of the application with the latest desktop and mobile web browser version. The upgrade allows for reporting via two-way short message service (texting), mobile web and other newer functionality to foster better customer communications, improve the customer experience during outages and improve customer outage reporting for Austin Energy. Utilizing a user-friendly channel, the upgraded Storm Center software system will support unlimited customer traffic to the outage map, automatic time relevant updates to customers and better outage repair service by:

- Providing customers with a mobile channel to report outages
- Providing Austin Energy the ability to:
 - Communicate outage information with customers via mobile device;
 - Collect outage reports using mobile device input;
 - Push outage updates to impacted customers.

Principle enhancements include:

- Delivering expanded functionality by providing high availability mobile outage reporting for customers;
- Adding an additional inbound outage reporting channel making it easier for customers to report outages and easier for Austin Energy to collect more outage reports during major storms;
- Providing enhanced reporting by better identifying outage activity and communicating accurate information;
- Implementing a solution and integrating existing Austin Energy systems with minimal internal support or maintenance demands; and
- Delivering a technically robust solution supporting business continuity principles.

iFactor Consulting, Inc. is the sole provider of upgrades, maintenance and support of their proprietary Storm Center software and only provides the product and services direct to customers without any authorized resellers or distributors.