



Recommendation for Action

File #: 19-2342, **Agenda Item #:** 47.

8/8/2019

Posting Language

Authorize negotiation and execution of a multi-term contract with Creative Enterprise Solutions, LLC D/B/A Beyond20, to provide an information technology service management solution, for up to five years for a total contract amount not to exceed \$450,000.

(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 services required for this solicitation, there were insufficient subcontracting opportunities; therefore, no subcontracting goals were established).

Lead Department

Purchasing Office.

Client Department(s)

Aviation.

Fiscal Note

Funding in the amount of \$250,000 is available in the Fiscal Year 2018-2019 Capital Budget of Aviation. 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) 8100 PAX3147 for these services. The solicitation issued on November 12, 2018 and it closed on January 17, 2019. Of the four 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=128012)
<https://www.austintexas.gov/financeonline/account_services/solicitation/solicitation_details.cfm?sid=128012>.

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 Person: Sai Xoomsai Purcell, at 512-505-7601 or Sai.Xoomsai@austintexas.gov <<mailto:Sai.Xoomsai@austintexas.gov>>.

Council Committee, Boards and Commission Action:

July 9, 2019 - Recommended by the Airport Advisory Commission on a 9-0 vote, with Commissioner Theis and Owens absent at this vote.

Additional Backup Information:

The contract is for the purchase of an information technology service management solution which includes

implementation, testing, training, software licenses, maintenance and support, and related professional services for the Information Systems (IS) Division of the Aviation Department. This solution will allow IS to automate and manage enterprise information, technology operations, and provide a forms-based workflow to create a single platform for all information technology processes. Also, this solution allows for the creation of a single system of record that provides end-to-end tracking technology-based assets and services. This system will support the IS goals to improve service delivery, service monitoring, and service recovery while transitioning into a service management organization.

The existing software was purchased in 2004. The previous maintenance and support agreement expired in 2011. Since then, the IS internal staff has been providing maintenance and support of this end of life software. The system no longer serves the need of the IS or the airport customers.

An evaluation team with expertise in this area evaluated the offers and scored Creative Enterprise Solutions, LLC D/B/A Beyond20 as the best to provide these services based on concepts and solutions, project approach, prior experience and references, price, local business presence, and service-disabled veterans business enterprise.

The IS supports approximately 500 internal City employees and approximately 75 airport business partners through its shared tenant services program. With continued growth, the IS has identified the need to improve its processes to provide a more customer and service focused organization. Failure to purchase this software system will leave the airport without a reliable system for tracking work orders and service requests, and with no system for tracking key metrics to drive improvements.

Contract Detail:

<u>Contract Term</u>	<u>Length of Term</u>	<u>Contract Authorization</u>
Initial Term	3 yrs.	\$335,838
Optional Extension 1	1 yr.	\$ 55,650
Optional Extension 2	1 yr.	\$ 58,512
TOTAL	5 yrs.	\$450,000

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