



Recommendation for Action

File #: 19-2771, **Agenda Item #:** 62.

9/19/2019

Posting Language

Authorize negotiation and execution of a multi-term cooperative contract with Mythics, Inc., to provide technical cloud services, for up to three years for a total contract amount not to exceed \$724,000.

(Note: This procurement was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9D Minority Owned and Women Owned Business Enterprise Procurement Program. For the services required for this procurement, there were no subcontracting opportunities; therefore, no subcontracting goals were established).

Lead Department

Purchasing Office.

Client Department(s)

Communications and Technology Management.

Fiscal Note

Funding in the amount of \$234,200 is available in the Fiscal Year 2018-2019 Operating Budget of Communications and Technology Management. Funding for the remaining contract term is contingent upon available funding in future budgets.

Purchasing Language:

Multiple vendors within this cooperative purchasing program were contacted for these services. The Purchasing Office has determined this contractor best meets the needs of the department to provide the services required at the best value for the City.

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 Jim Howard, at 512-974-2031 or Jim.Howard@austintexas.gov <<mailto:Jim.Howard@austintexas.gov>>.

Additional Backup Information:

The contract is for Oracle cloud services, including database-as-a-service and digital assistant technology (chatbots). The City currently uses Oracle software for the on-premise operation and support of over 200 essential business capability applications city-wide, transcending all major departments, supporting critical services, 24 hours a day, seven days a week.

Oracle cloud services will promote smart technology decisions and support best practices in a number of areas towards modernization of the City's information systems, disaster recovery, and data warehousing, which will reduce complexity and lower costs over the period of the contract. The contract offers the opportunity to rapidly deploy and scale secure database services in the cloud, reducing reliance on more expensive city-owned hardware and staff time focused on administration and maintenance of databases.

Oracle cloud services also includes digital assistant technology that will enable chatbot facilities to be incorporated into Internet and Intranet websites, mobile apps, or social media messaging apps to improve service delivery to citizens and internal staff. For example, a digital assistant for Municipal Court responds to questions and guides citizens to information regarding court processes; or a citizen, relying on Open Data Portal information from Animal Services, could get digital assistance searching for lost pets and identify possible matches; or a digital assistant for the Human Resources Department could answer frequently asked questions from city employees related to benefits and other Human Resources topics, pointing them to the proper resources.

The State of Texas Department of Information Resources (DIR) cooperative establishes competitively bid contracts that can be utilized by the State and other government agencies through a cooperative agreement. Cooperative agreements save taxpayer dollars by leveraging the State's volume-buying power to drive down costs on hundreds of contracts through a streamlined cooperative purchasing program.

Contract Detail:

<u>Contract Term</u>	<u>Length of Term</u>	<u>Contract Authorization</u>
Initial Term	1 yr.	\$234,200
Optional Extension 1	1 yr.	\$241,230
Optional Extension 2	1 yr.	\$248,570
TOTAL	3 yrs.	\$724,000

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