



Recommendation for Action

File #: 19-2940, **Agenda Item #:** 33.

10/3/2019

Posting Language

Authorize negotiation and execution of a cooperative contract with Voice Product, Inc., to provide an incident information management solution, for up to five years for a total contract amount not to exceed \$480,000.

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

Lead Department

Purchasing Office.

Client Department(s)

Austin Energy.

Fiscal Note

Funding in the amount of \$120,286 is available in the Fiscal Year 2019-2020 Capital Budget of Austin Energy. Funding for the remaining contract term is contingent upon available funding in future budgets.

Purchasing Language:

Multiple vendors within this cooperative purchasing program were reviewed for these goods and services. The Purchasing Office has determined this contractor best meets the needs of the department to provide the goods and 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, Darralyn N. Johnson, at 512-505-7293 or Darralyn.Johnson@austinenergy.com <<mailto:Darralyn.Johnson@austinenergy.com>>.

Council Committee, Boards and Commission Action:

September 9, 2019 - Recommended unanimously by the Electric Utility Commission on a 7-0 vote, with Commissioners Boyle, Funkhouser, Hopkins and Wray.

Additional Backup Information:

The contract will provide hardware, software, maintenance, support, system upgrades and related professional services to an existing NICE incident information management solution (NICE Inform). NICE Inform is used to capture and store telephone and radio transmission telephone calls. The recordings are necessary to demonstrate compliance with federal and state regulatory requirements. The existing system will no longer be supported by the manufacturer after October 31, 2019 and must be upgraded to be eligible for support and to be compatible with other operating system standards.

The State of Texas Department of Information Resources 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.