



Recommendation for Action

File #: 21-2138, **Agenda Item #:** 80.

7/29/2021

Posting Language

Ratify an amendment to an existing contract with Intrado Interactive Services Corporation, for high call volume answering services, in the amount of \$72,000, for a revised total contract amount not to exceed \$884,000.

(Note: 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).

Lead Department

Purchasing Office.

Client Department(s)

Austin Energy.

Fiscal Note

Funding was available in the Fiscal Year 2020-2021 Operating Budget of Austin Energy.

Purchasing Language:

Ratification.

Prior Council Action:

October 3, 2013 - Council approved the original contract, item 38, on a 7-0 vote.

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 Liz Lock, at 512-322-6251 or Liz.Lock@austintexas.gov <<mailto:Liz.Lock@austintexas.gov>>.

Council Committee, Boards and Commission Action:

June 21, 2021 - Recommended unanimously by the Electric Utility Commission on a 6-0 vote, with Commissioner Reed off the dais and Commissioners Funkhouser, Trostle and Wray absent, and one vacancy.

Additional Backup Information:

The contract provides high call volume answering services during power outages. The system is designed to accept thousands of outage calls through an interactive voice response platform. In the event of a power outage, huge spikes in call activity quickly overload the utility contact center's phone lines when customers attempt to report an outage. With this service, customer outage calls can be answered and reported while allowing the utility contact center lines to be open to meet customers' ongoing needs without interruption.

In February, Winter Storm Uri brought historic cold weather, power outages, and crippled the energy infrastructure in the State of Texas. Austin Energy experienced a higher than anticipated influx of calls to the

utility contact center, and this high call volume answering service allowed Austin Energy to handle the unprecedented number of outage calls. This ratification is to cover services on this contract resulting from the increased usage and allow for these critical services to remain uninterrupted.

The contractor custom-designed the system for Austin Energy with proprietary coding, therefore Intrado Interactive Services Corporation is the sole provider of these services.

Contract Detail:

<u>Contract Term</u>	<u>Length of Term</u>	<u>Current Contract Authorization</u>	<u>Requested Additional Authorization</u>	<u>Revised Total Authorization</u>
Initial Term	8 yrs.	\$812,000		\$812,000
Contract Amendment			\$72,000	\$ 72,000
TOTAL	8 yrs.	\$812,000	\$72,000	\$884,000

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

Strategic Outcome(s):

Government That Works for All.