



## Recommendation for Action

**File #: 22-1128, Agenda Item #: 14.**

**2/17/2022**

### **Posting Language**

Authorize negotiation and execution of a multi-term contract with Howroyd-Wright Employment Agency Inc. d/b/a AppleOne Employment for temporary staffing services for the Austin Energy Customer Care team, for up to five years for a total contract amount not to exceed \$68,800,000.

(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 no subcontracting opportunities; therefore, no subcontracting goals were established).

### **Lead Department**

Financial Services Department.

### **Client Department(s)**

Austin Energy.

### **Fiscal Note**

Funding in the amount of \$9,173,333 is available in the Fiscal Year 2021-2022 Operating Budget of Austin Energy. Funding for the remaining contract term is contingent upon available funding in future budgets.

### **Purchasing Language:**

The Financial Services Department issued a Request for Proposals (RFP) 1100 EAL3015 for these services. The solicitation was issued on May 17, 2021, and it closed on July 6, 2021. Of the 15 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://financeonline.austintexas.gov/afo/account_services/solicitation/solicitation_details.cfm?sid=134740)  
<[https://financeonline.austintexas.gov/afo/account\\_services/solicitation/solicitation\\_details.cfm?sid=134740](https://financeonline.austintexas.gov/afo/account_services/solicitation/solicitation_details.cfm?sid=134740)>.

### **For More Information:**

Respondents to this solicitation, and their representatives, shall continue to direct inquiries to the solicitation's Authorized Contact Person: [Liz.Lock@austintexas.gov](mailto:Liz.Lock@austintexas.gov) <<mailto:Liz.Lock@austintexas.gov>>, at 512-322-6251.

### **Council Committee, Boards and Commission Action:**

January 10, 2022 - The Electric Utility Commission was cancelled due to the lack of quorum.

### **Additional Backup Information:**

The contract will provide long term temporary staff for the Austin Energy Customer Care team; this includes both Austin 3-1-1 and the Utility Customer Care teams. These services allow Austin Energy to meet staffing level requirements as they fluctuate due to seasonal call volume demands, weather related citywide emergencies, and power outages. The work of the Austin Energy Customer Care team supports six City utility services and 18 City departments with over 200 programs offered across the City.

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On August 22, 2019, Council passed a resolution to determine whether the City was best supported by using City employees or contractors, and the Contact Center was one of four labor categories identified. A portion of the temporary Contact Center staff will be converted to City staff over the life of the contract.

The recommended contractor is the current provider of these services and is local. An evaluation team with expertise in this area evaluated the offers and scored Howroyd-Wright Employment Agency Inc. d/b/a AppleOne Employment as the best to provide these services based on recruiting and retention plan, experience and organization structure, price, concept and solution, local preference, and service-disabled veteran business enterprise.

**Contract Detail:**

<b><u>Contract Term</u></b>	<b><u>Length of Term</u></b>	<b><u>Contract Authorization</u></b>
Initial Term	2 yrs.	\$27,520,000
Optional Extension 1	1 yr.	\$13,760,000
Optional Extension 2	1 yr.	\$13,760,000
Optional Extension 3	1 yr.	\$13,760,000
<b>TOTAL</b>	<b>5 yrs.</b>	<b>\$68,800,000</b>

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

**Strategic Outcome(s):**

Government that Works for All.