



**Water & Wastewater Commission  
Review and Recommendation**

|  |  |                                 |                               |
|--|--|---------------------------------|-------------------------------|
| <b>Commission Meeting Date:</b>  | March 9, 2022  | <b>COA Strategic Direction:</b> | Government that Works for All |
| <b>Council Meeting Date:</b>   | March 24, 2022   |                                 |                               |
| <b>Department:</b>   | Financial Services Department  |                                 |                               |
| <b>Client:</b>   | Anna Bryan-Borja   |                                 |                               |
| <b>Agenda Item</b>   |  |                                 |                               |
| Recommend approval to amend a contract with Grey Wall Software, LLC d/b/a Veoci.com to provide continued software subscription services for situational awareness, continuity of operations and emergency management, to increase the amount by \$314,700 for a revised total contract amount not to exceed \$613,000. |  |                                 |                               |
| <b>Amount and Source of Funding</b>  |  |                                 |                               |
| Funding in the amount of \$128,500 is available in the Fiscal Year 2021-2022 Operating Budget of Austin Water. Funding for the remaining contract term is contingent upon available funding in future budgets.   |  |                                 |                               |
| <b>Purchasing Language:</b>  | Contract Amendment   |                                 |                               |
| <b>Prior Council Action:</b>   | N/A  |                                 |                               |
| <b>Boards and Commission Action:</b>   | March 9, 2022 –To be reviewed by the Water and Wastewater Commission.  |                                 |                               |
| <b>MBE/WBE:</b>  | 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. |                                 |                               |

The proposed amendment is to increase licenses and support hours to the existing contract for Austin Water’s emergency management software. This software allows for the monitoring of daily situational awareness, planning for continuity of operations, activating the Incident Management Team, and centralizing documents related to an incident. Veoci enhances Austin Water’s daily situational awareness and incident management capability by sharing information in real-time and reducing communication barriers. Leaders can assess current conditions, evaluate trends, and direct responses with improved clarity. The system modernizes Austin Water’s approach to preparedness, resiliency management and emergency response.

Through the initiation of this contract, Austin Water has identified the need for additional licenses and support hours to create dashboards, content displays, and customized integrations with operational systems. These dashboards and content displays allow Austin Water to gain increased visibility into the system health of critical infrastructure and support systems, share situational status information, and direct response efforts in real-time.

The additional spending authority will allow Austin Water to purchase additional Veoci licenses for operational users and support services needed to ensure effective monitoring and proper response to incidents involving critical infrastructure and support systems.

**Contract Detail:**

| <b><u>Contract Term</u></b> | <b><u>Length of Term</u></b> | <b><u>Current Contract Authorization</u></b> | <b><u>Requested Additional Authorization</u></b> | <b><u>Revised Total Authorization</u></b> |
|-----------------------------|------------------------------|--|--|---|
| Initial Term                | 5 yrs.                       | \$298,300                                    |  | \$298,300                                 |
| Proposed Amendment          |                              |  | \$314,700  | \$314,700                                 |
| <b>TOTAL</b>                | <b>5 yrs.</b>                | <b>\$298,300</b>                             | <b>\$314,700</b>                                 | <b>\$613,000</b>                          |

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