



Recommendation for Action

File #: 22-2057, Agenda Item #: 34.

6/9/2022

Posting Language

Authorize negotiation and execution of a cooperative contract with Carahsoft Technology Corporation for cloud-based scheduling software and support services, for a term of three years in an amount not to exceed \$420,000.

(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 services required for this procurement, there were no subcontracting opportunities; therefore, no subcontracting goals were established).

Lead Department

Financial Services Department.

Client Department(s)

Development Services Department.

Fiscal Note

Funding in the amount of \$127,000 is available in the Fiscal Year 2021-2022 Operating Budget of the Development Services Department. Funding for the remaining contract term is contingent upon available funding in future budgets.

Purchasing Language:

Multiple cooperative purchase programs were reviewed for these services. The Financial Services Department 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 Kate Thepuatrakul, at 512-978-1710 or Kate.Thepuatrakul@austintexas.gov <<mailto:Kate.Thepuatrakul@austintexas.gov>>.

Additional Backup Information:

The contract is for cloud-based scheduling software and support services. The Development Services Department is using TimeTrade scheduler to allow individuals to schedule appointments to meet the needs of customers through appointment-driven personalization. The TimeTrade scheduler provides online appointment scheduling, interactive customer engagement tools, and analytics that provide insight into the customer experience.

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.

Strategic Outcome(s):

Government that Works for All.