



Recommendation for Action

File #: 22-3322, Agenda Item #: 15.

11/15/2022

Posting Language

Authorize negotiation and execution of a cooperative contract with Carahsoft Technology Corporation to provide digital operations management software licensing, and related services, for a term of four years for a total contract amount not to exceed \$300,000.

[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 insufficient or no subcontracting opportunities; therefore, no subcontracting goals were established].

Lead Department

Financial Services Department.

Client Department(s)

Communications and Technology Management.

Fiscal Note

Funding in the amount of \$72,600 is available in the Fiscal Year 2022-2023 Operating Budget of Communication and Technology Management. Funding for the remaining contract term is contingent upon available funding in future budgets.

Purchasing Language:

Multiple contractors within this cooperative purchasing program 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>](mailto:Kate.Thepuatrakul@austintexas.gov).

Additional Backup Information:

The contract will provide PagerDuty digital operations management software as a service-based platform. PagerDuty is the on-call scheduling, notification, and incident management response tool used to alert information technology (IT) support staff of problems with critical IT systems supporting public safety departments. PagerDuty is integrated into other IT system monitoring tools to automatically detect an issue, create an incident, triage, prioritize, and assign the incident to on-call support staff. It also has tools and processes built into the system to help the responder manage the incident, solve the problem, and inform users and managers about the problem.

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):

Safety, Government that Works for All.