



## Recommendation for Action

**File #: 22-3549, Agenda Item #: 31.**

11/15/2022

### **Posting Language**

Authorize an amendment to a contract with Motorola Solutions Inc. to provide support hosting services and related adjuncts and interfaces for the existing Customer Service Request System utilized by Austin 3-1-1 Citywide Information Center, to increase the amount by \$2,500,000 and to extend the term by up to five years, for a revised total contract amount not to exceed \$5,000,000.

[Note: Sole source contracts are 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**

Financial Services Department.

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

Austin Energy.

### **Fiscal Note**

Funding in the amount of \$490,000 is available in the Fiscal Year 2022-2023 Operating Budget of Austin Energy. Funding for the remaining contract term is contingent upon available funding in future budgets.

### **Purchasing Language:**

Contract Amendment.

### **Prior Council Action:**

November 9, 2017 - Council approved the original contract, item 31, on an 11-0 vote.

### **For More Information:**

Inquiries should be directed to Chu Hull, at 512-974-2875 or [Chu.Hull@austintexas.gov](mailto:Chu.Hull@austintexas.gov) <<mailto:Chu.Hull@austintexas.gov>>.

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

October 17, 2022 - Recommended by the Electric Utility Commission on an 8-0 vote, with Commissioner Hadden absent and two vacancies.

### **Additional Backup Information:**

The proposed amendment will provide continued support, hosting services and related adjuncts and interfaces for PremierOne, the existing customer service request (CSR) software system for Austin 3-1-1 Citywide Information Center. Austin 3-1-1 handles over 1.5 million calls and service requests annually and utilizes the CSR system for managing non-emergency calls, citizen service requests, and general information.

PremierOne has complex and interdependent connectivity with multiple citizen-facing portals, internal and public databases, and work systems for multiple City departments. These include interfaced applications, web

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site for citizen intake and updates, automated two-way data integration with the systems of City departments, service request routing, and escalation and triage criteria and processing. Continued maintenance of this system is essential to providing Austinites with uncomplicated access to City services.

Motorola Solutions Inc. is the sole provider of PremierOne and the only authorized provider of maintenance and support.

**Contract Detail:**

<b>Contract Term</b>	<b>Length of Term</b>	<b>Current Contract Authorization</b>	<b>Requested Additional Authorization</b>	<b>Revised Total Authorization</b>
Initial Term	5 yrs.	\$2,500,000		\$2,500,000
Proposed Amendment	5 yrs.		\$2,500,000	\$2,500,000
<b>TOTAL</b>	<b>10 yrs.</b>	<b>\$2,500,000</b>	<b>\$2,500,000</b>	<b>\$5,000,000</b>

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

**Strategic Outcome(s):**

Government that Works for All.