



City of Austin

Recommendation for Action

File #: 24-4396, **Agenda Item #:** 28.

5/2/2024

Posting Language

Authorize negotiation and execution of an amendment to a contract for continued PagerDuty digital operations management software licensing and related services with Carahsoft Technology Corp., to increase the amount by \$825,000, for a revised total contract amount not to exceed \$1,261,268.

[Note: This procurement was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9B (Minority-Owned and Women-Owned Business Enterprise Procurement Program). For the goods and services required for this procurement, there were 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 \$23,124 is available in the Fiscal Year 2023-2024 Operating Budget of Communications and Technology Management.

Funding for the remaining contract term is contingent upon available funding in future budgets.

Purchasing Language:

Contract Amendment.

Prior Council Action:

November 15, 2022 - Council approved a contract for digital operations management software licensing and related services with Carahsoft Technology Corporation.

For More Information:

Direct questions regarding this Recommendation for Council Action to the Financial Services Department - Central Procurement at FSDCentralProcurementRCAs@austintexas.gov or 512-974-2500.

Additional Backup Information:

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

PagerDuty is a system that provides after-hours support and incident command for critical applications citywide. It streamlines responses through scheduling notifications, automated escalation, and efficient incident management. It provides reports for staff to review timelines and actions taken on incidents, allowing for comprehensive reporting and auditing for continuous improvements.

A delay in approval of this amendment could impact the Communications and Technology Management staff's ability to support public safety staff after-hours.

The State of Texas Department of Information Resources cooperative is a cooperative purchasing association recognized under Texas procurement statutes. Cooperative associations, themselves or using a lead government, competitively solicit and award contracts that are eligible for use by other qualified state and local governments. Due to their substantial volumes, larger than any one government could achieve independently, cooperative contracts routinely include superior terms, conditions, and pricing. Use of cooperative contracts also results in lower administrative costs and time savings.