



City of Austin

Recommendation for Action

File #: 25-0112, **Agenda Item #:** 12.

2/27/2025

Posting Language

Authorize a contract for a high-volume call answering system for Austin Energy with Aum Tech, Incorporated d/b/a Aumtech, for an initial term of three years with up to two one-year extension options, for a total contract amount not to exceed \$1,900,000. Funding: \$221,667 is available in Austin Energy's Operating Budget. Funding for the remaining contract term is contingent upon available funding in future budgets.

Lead Department

Financial Services Department.

Client Department(s)

Austin Energy.

Fiscal Note

Funding in the amount of \$221,667 is available in the Fiscal Year 2024-2025 Operating Budget of Austin Energy.

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

Purchasing Language:

The Financial Services Department issued a Request for Proposals solicitation RFP 1100 DTB3025 for these services. The solicitation was issued on May 6, 2024, and closed on June 20, 2024. Of the eight offers received, the recommended contractor submitted the best evaluated responsive offer. A complete solicitation package, including a log of offers received, is available for viewing on the City's website. This information can currently be found at https://financeonline.austintexas.gov/afo/account_services/solicitation/solicitation_details.cfm?sid=140600.

MBE/WBE:

This solicitation was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9B (Minority-Owned and Women-Owned Business Enterprise Procurement Program). For the services required for this solicitation, there was no availability of M/WBEs; therefore, no subcontracting goals were established.

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. Respondents to the solicitation and their Agents should direct all questions to the Authorized Contact Person identified in the solicitation.

Council Committee, Boards and Commission Action:

February 10, 2025 - Recommended by the Electric Utility Commission on a 10-0 vote with Chair Tuttle absent.

Additional Backup Information:

This contract will provide a high-volume call answering system for power outage calls from Austin Energy customers. In the event of a large power outage, calls can be forwarded to the high-volume call answering system to free up lines ensuring more callers can report an incident through an interactive voice response platform. The system collects and feeds relevant information into Austin Energy's outage management system and can provide estimated power restoration times to customers. This is part of Austin Energy's critical call center infrastructure that has allowed the handling of thousands of calls during major weather events in Austin.

The contract will replace an existing contract. The new contract will allow greater call volume than under the current contract. The recommended contractor is not the current provider for these services.

An evaluation team with expertise in this area evaluated the offers and scored Aum Tech, Incorporated d/b/a Aumtech as the best to provide these services based on price, small business preference, local business preference, functional capabilities, technical capabilities, project approach, and experience.

A delay in contract approval could impact customers ability to report power outages in a timely manner during high call volume events.