



City of Austin

Recommendation for Action

File #: 25-0746, **Agenda Item #:** 17.

5/22/2025

Posting Language

Authorize a contract for cloud-based scheduling software and support services for the Development Services Department with Carahsoft Technology Corporation, for an initial term of one year with up to four one-year extension options, in an amount not to exceed \$800,000. Funding: \$160,000 is available in the 2024-2025 Operating Budget of Development Services Department.

Lead Department

Financial Services Department.

Client Department(s)

Development Services Department.

Fiscal Note

Funding in the amount of \$160,000 is available in the Fiscal Year 2024-2025 Operating Budget of Development Services Department.

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 goods and services. The Financial Services Department has determined this contractor best meets the needs of the Development Services Department to provide these goods and services required for the City.

MBE/WBE:

Cooperative Agreements are exempt from the City Code Chapter 2-9B (Minority-Owned and Women-Owned Business Enterprise Procurement Program). 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.

Additional Backup Information:

This contract will provide continued cloud-based scheduling software and support services for the TimeTrade cloud-based scheduling software. TimeTrade scheduler provides online appointment scheduling for customers seeking services from the Development Services Department. For the Development Services Department, the software provides customer engagement and analytics that provide insight into the customer experience.

The State of Texas Department of Information Resources 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.

A delay in approving this contract could impact the City's ability to provide the same, online interactive scheduling service customers are accustomed to, impacting the Development Services Department's ability to provide customized and timely service.