



City of Austin

Recommendation for Action

File #: 26-2786, **Agenda Item #:** 31.

1/22/2026

Posting Language

Authorize an amendment to a contract for continued managed contact center communications and infrastructure solution for Austin Energy with Carahsoft Technology Corporation, to increase the amount by \$10,000,000, and to extend the term by two years for a revised total contract amount not to exceed \$21,750,000. Funding: \$4,650,000 is available in the Operating Budget of Austin Energy. Funding for the remaining years of the contract is contingent upon available funding in future budgets.

Lead Department

Austin Financial Services.

Client Department(s)

Austin Energy.

Fiscal Note

Funding in the amount of \$4,650,000 is available in the Fiscal Year 2025-2026 Operating Budget of Austin Energy.

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

Procurement Language:

Contract Amendment.

MBE/WBE:

This solicitation was reviewed for subcontracting opportunities in accordance with City Code Chapter 2- 9A Minority Owned and Women Owned Business Enterprise Procurement Program. For the goods and services required for this solicitation, there was insufficient availability of MBE/WBE firms; therefore, no subcontracting goals were established.

Prior Council Action:

August 27, 2020 - Council approved a contract for managed contact center communications and infrastructure solution with Carahsoft Technology Corporation.

For More Information:

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

Council Committee, Boards and Commission Action:

January 12, 2026 - Recommended by the Electric Utility Commission on a 10-0 vote with Commissioner Alvarez off the dais.

Additional Backup Information:

The contract is for the managed contact center communications and infrastructure solution for the Austin Utility Contact Center and Austin 3-1-1, managed by Austin Energy, and includes hosting, maintenance, and implementation services. This solution is a contact center and customer experience platform that supports voice and digital channel interactions, enabling the Utility Contact Center and Austin 3-1-1 to handle customer interactions through voice calls, interactive voice response, automatic call distribution, and digital channels. The solution is a subscription-based Software as a Service that replaced a legacy on-premise platform.

Genesys, the solution provider, is discontinuing the version of the solution Austin Energy currently uses, with no option to continue on this version beyond July 2026. The requested amendment will allow for migration to the newest version of the solution and includes all necessary services for the duration of the migration project.

Contract Details:				
Contract Term	Length of Term	Contract Authorization	Requested Additional Authorization	Revised Total Authorization
Initial Term	3 years	\$7,966,200		\$7,966,200
Contract Amendment	1 year	\$1,891,900		\$1,891,900
Contract Amendment	1 year	\$1,891,900		\$1,891,900
Proposed Amendment	2 years		\$10,000,000	\$10,000,000
Total	7 years	\$11,750,000	\$10,000,000	\$21,750,000

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