



# City of Austin

## Recommendation for Action

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**File #: 25-2551, Agenda Item #: 47.**

12/11/2025

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### **Posting Language**

Ratify a contract for Sitecore content management products and services for Austin Energy with Accenture, LLP, in the amount of \$824,000 and approve an amendment for continuation of this contract in an amount not to exceed \$1,376,000 for a revised total contract amount not to exceed \$2,200,000. Funding: \$824,000 was available in the Fiscal Year 2024-2025 Operating Budget of Austin Energy. \$673,695 is available in the 2025-2026 Operating Budget of Austin Energy. Funding for the remaining contract term 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 \$824,000 was available in the Fiscal Year 2024-2025 Operating Budget of Austin Energy.

Funding in the amount of \$673,695 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:**

Ratification, Amendment.

### **MBE/WBE:**

This contract is 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](mailto:FSDCentralProcurementRCAs@austintexas.gov) or 512-974-2500.

### **Additional Backup Information:**

This contract is to provide Austin Energy with Sitecore products and services, including related maintenance and support. The Sitecore digital experience platform supports Austin Energy's customer-facing website, [AustinEnergy.com](http://AustinEnergy.com), which is a place for customers to access outage information, account information, rebates and incentives, and other Austin Energy information. The Sitecore platform combines content management, marketing automation, and analytics to deliver personalized customer experiences and is critical to the functionality of this website.

The City purchases multiple Sitecore products and services under a single contract. However, each product or service can have its own support term. In this case, two of the Sitecore licenses had May expiration dates. Although the master contract is in effect until December 2025, support for these two licenses were at risk of expiring and rendering AustinEnergy.com unavailable. As a result, it was necessary to execute a contract prior to Council approval so that services could continue without interruption to the user experience.

Contract Term	Length of Term	Contract Authorization	Requested Additional Authorization	Revised Total Authorization
Initial Term	1 year	\$824,000		\$824,000
Proposed Amendment	2 years		\$1,376,000	\$1,376,000
<b>Total</b>	<b>3 years</b>	<b>\$824,000</b>	<b>\$1,376,000</b>	<b>\$2,200,000</b>

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