



City of Austin

Recommendation for Action

File #: 26-1244, **Agenda Item #:** 15.

3/26/2026

Posting Language

Authorize an amendment to a contract for continued customer experience management and analytics for all City departments with Carahsoft Technology Corp., to increase the amount by \$387,597 for a revised total contract amount not to exceed \$530,000. Funding: \$71,241 is available in the Operating Budgets of all City departments. Funding for the remaining contract term is contingent upon available funding in future budgets.

Lead Department

Austin Financial Services.

Client Department(s)

All City Departments.

Fiscal Note

Funding in the amount of \$71,241 is available in the Fiscal Year 2025-2026 Operating Budgets of all City Departments.

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

Procurement Language:

Contract Amendment.

MBE/WBE:

Cooperative Agreement contracts 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 Austin Financial Services - Central Procurement at FSDCentralProcurementRCAs@austintexas.gov or 512-974-2500.

Additional Backup Information:

This amendment is for the continued purchase of Qualtrics Software products and services including maintenance and support. Qualtrics is a cloud-based survey tool that can be used for research, marketing, branding, and product development. Austin Convention Center (ACC) currently uses Qualtrics to distribute customer surveys to clients who have rented the City event space and to track and manage survey responses.

The existing contract currently supports ACC and Austin Police. The requested authorization amount under this amendment is intended to expand usage to include Austin Energy (AE) and Austin Watershed Protection (AWP). AE will use Qualtrics to design, develop, and distribute surveys, as well as to monitor responses and analyze results in support of customer research, market analysis, and product development. AWP will use Qualtrics to support departmental initiatives focused on transparency, trust, and continuous improvement, including regular pulse surveys to assess morale and engagement, confidential 360-degree leadership reviews, and employee lifecycle surveys such as onboarding and exit surveys to capture actionable feedback

and inform retention strategies.

If this amendment is not approved, AE would be unable to design, develop, and distribute surveys, resulting in delays or the inability to conduct customer research, market analysis, and product feedback activities that inform business decisions. For AWP, lack of approval would prevent the department from moving forward with planned surveys, limiting its ability to collect feedback, measure performance, engage stakeholders, and support data-driven decision-making and continuous improvement efforts.

Contract Details:				
Contract Term	Length of Term	Contract Authorization	Requested Additional Authorization	Revised Total Authorization
Initial Term	1 year	\$38,081		\$38,081
Extension Option 1	1 year	\$48,081		\$48,081
Extension Option 2	1 year	\$48,081		\$48,081
Contract Amendment		\$8,160		\$8,160
Proposed Amendment			\$387,597	\$387,597
Total	3 years	\$142,403	\$387,596	\$530,000

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