



City of Austin

Recommendation for Action

File #: 25-0417, **Agenda Item #:** 7.

4/10/2025

Posting Language

Authorize negotiation and execution of an amendment to a contract for continued software-intelligence monitoring platform licensing and support services for Communications and Technology Management with RFD & Associates, Inc., to increase the amount by \$600,000 and to extend the term for up to three years for a revised total contract amount not to exceed \$713,174. Funding: \$199,380 is available in the Operating Budget of Communications and Technology Management. Funding for the remaining contract term is contingent upon available funding in future budgets.

Lead Department

Financial Services Department.

Client Department(s)

Communications and Technology Management.

Fiscal Note

Funding in the amount of \$199,380 is available in the Fiscal Year 2024-2025 Operating Budget of Communications and Technology Management.

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

Purchasing 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 the Financial Services Department - Central Procurement at FSDCentralProcurementRCAs@austintexas.gov or 512-974-2500.

Additional Backup Information:

The contract is for software-intelligence monitoring platform licensing and support services that provide monitoring, alerting, and troubleshooting of issues for the City's enterprise case management application. The software also provides performance degradation alerts to proactively address issues, root cause analysis to prevent recurring problems, team training for effective use of dashboards, and reporting to improve system performance and efficiency. Additional time and authorization on the contract are needed while the department selects and implements a replacement enterprise case management system.

The Department of Information Resources is 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.

If the amendment is not approved, the department's enterprise case management application will face increased downtime, provide reactive rather than proactive support, and extended issue resolution times, negatively impacting employees and residents.