



City of Austin

Recommendation for Action

File #: 24-4822, Agenda Item #: 27.

7/18/2024

Posting Language

Authorize negotiation and execution of a contract for a technology service solution including support with Creative Enterprise Solutions, LLC d/b/a Beyond20, for up to five years for a total contract amount not to exceed \$1,200,000.

[Note: This procurement was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9B (Minority Owned and Women Owned Business Enterprise Procurement Program). For the services required for this procurement, there were no subcontracting opportunities; therefore, no subcontracting goals were established].

Lead Department

Financial Services Department.

Client Department(s)

Department of Aviation.

Fiscal Note

Funding in the amount of \$53,596 is available in the Fiscal Year 2023-2024 Operating Budget of the Department of Aviation.

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

Purchasing Language:

Professional Service.

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.

Council Committee, Boards and Commission Action:

June 12, 2024 - Recommended by the Airport Advisory Commission on a vote of 9-0-1-1 with Commissioner Ennis abstaining, and Commissioner Hendricks absent.

Additional Backup Information:

The contract is for software licenses, support, professional services, consulting, and training for the Department of Aviation's Information Technology Service Management software system (ITSM). This system allows the department to automate and manage enterprise information, technology operations, and provides a single platform for all information technology related processes. Additionally, this solution provides a single system of record for end-to-end tracking of technology-based assets and services. The contract will support the continued development of the ITSM system by providing annual software licensing, support, and maintenance, along with expert guidance and services for implementation of additional functionality and processes. This contract will also support the department's information technology best practices and continual

improvement efforts.

This contract is replacing an existing contract expiring August 7, 2024, which was awarded through a Request for Proposals process. This contractor has knowledge of and experience with the existing workflows, processes, and customizations of the software specific to the Department of Aviation IS which gives them unique qualifications. They have deep knowledge of this platform as well as significant understanding of the department's information technology operations and needs and can provide expert consulting, guidance and solutions for system and process improvements specific to the Department of Aviation.

A delay in contract approval could leave the airport without a reliable system for tracking work orders and service requests, affecting approximately 500 employees and approximately 75 airport business partners. Additionally the department would be left without a system for tracking key metrics to drive improvements.