City of Austin

Recommendation for Action

File #: 26-3123, **Agenda Item #:** 40. 11/19/2026

Posting Language
Authorize a contract for PagerDuty incident management and response platform, which sends automated alerts to technology staff when City systems experience issues, for Austin Technology Services with Carahsoft Technology Corp., for an initial term of three years in an estimated amount of $900,000 with up to two one-year extension options each in an estimated amount of $300,000 for a total contract amount not to exceed $1,500,000. Funding: $300,000 is available in the Fiscal Year 2026-2027 Operating Budget of Austin Technology Services. Funding for the remaining contract term is contingent upon available funding in future budgets.

Lead Department
Austin Financial Services.

Client Department(s)
Austin Technology Services.

Fiscal Note
Funding in the amount of $300,000 is available in the Fiscal Year 2026-2027 Operating Budget of Austin Technology Services.

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

Procurement Language:
Multiple cooperative purchase programs were reviewed for these services. Austin Financial Services and Austin Technology Services have determined this contractor best meets the needs of Austin Technology Services to provide these services required for the City.

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:
The contract will provide the PagerDuty incident management and response platform for Austin Technology Services. PagerDuty is integrated with City critical systems and provides automated alerts and dispatches support for much of the City's software and technology. For example, when a website, application, or server experiences issues or shuts down, PagerDuty instantly sends an urgent alert to the assigned engineers responsible for maintaining that system. If the first person does not respond within the defined timeframe, the platform automatically escalates the alert to a backup teammate, ensuring resources are deployed and

technical issues are fixed before they impact customers.

The current contract is expiring December 19, 2026. The recommended contractor is the current provider for these services. The proposed estimates reflect continuation of services and licensing currently provided under the existing contract.

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 contract is not approved, the software platform that manages technology incidents and provides auto-alerts for critical system issues will not be available, which may result in delayed repairs or unavailability of City required systems and services.

Contract Details:

Contract Term	**Length of Term**	**Contract Authorization**
Initial Term	3 years	$900,000
Optional Extension 1	1 year	$300,000
Optional Extension 2	1 year	$300,000
Total	**5 years**	**$1,500,000**

Note: Contract authorization amounts are based on the City's estimated annual usage and may be more or less in the initial term and in each exercised optional extension; however, the total contract amount will not exceed $1,500,000.

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