

AGENDA



Thursday, April 24, 2008

**Purchasing Office
RECOMMENDATION FOR COUNCIL ACTION****Item No. 37**

Subject: Authorize award and execution of a 12-month requirements service contract with LEXIS/NEXIS, Miamisburg, OH, for public records retrieval in an estimated amount not to exceed \$61,920, with two 12-month extension options in an estimated amount not to exceed \$63,780 for the first extension, and \$65,016 for the second extension, for a total estimated contract amount not to exceed \$190,716.

Amount and Source of Funding: Funding in the amount of \$20,640 is available in the Fiscal Year 2007-2008 Operating Budget of Austin Energy. Funding for the remaining eight months of the original contract period and the extension options is contingent upon available funding in future budgets. **Fiscal Note:** There is no unanticipated fiscal impact. A fiscal note is not required.

For More Information: Carole Cameron, Purch. Mgr, (512)322-6155

Purchasing Language: Exempt purchase.

MBE/WBE: This contract will be awarded in compliance with Chapter 2-9C of the City Code (Minority – Owned and Women-Owned Business Enterprise Procurement Program). No subcontracting opportunities were identified; therefore, no goals were established for this solicitation.

This contract is for the purchase of a subscription to an online database that will provide Austin Energy (AE) with access to a proprietary public records database. The database is used by the AE Call Center to verify residential and commercial customer identity for start-up electric utility services. The information includes driver's license information, social security number, date of birth, and tax identification numbers. The service cost includes an unlimited number of users for a fixed rate, as well as training in the use of the database, and customer support.

This subscription is unique since it provides the same type of database that the Call Center personnel have been fully trained to use. This database has been built into the training of the account set-up business processes. A change in the use of this service would be detrimental to the overall quality of customer service provided by the Call Center. Developing a new product, re-designing the account set-up process and re-training the staff would have a major impact on service delivery for a time period that would exceed four months. During that time, AE would not be able to verify customer identification and the risk of setting up accounts with stolen identities would become much greater.