

## A G E N D A



## Recommendation for Council Action (Purchasing)

Austin City Council	Item ID:	10576	Agenda Number	22.
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Meeting Date:	November 3, 2011
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Department:	Purchasing
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## Subject

Authorize award, negotiation and execution of a 36-month requirements service contract with ORCOM SOLUTIONS LLC, D/B/A VERTEX GROUP, Richardson, TX for the purchase of an Electronic-Customer Information System (E-CIS) archive access database with associated hosting services, maintenance and support for Austin Energy, in an estimated amount not to exceed \$952,920.

## Amount and Source of Funding

Funding in the amount of \$317,640 is included in the Fiscal Year 2011-2012 Operating Budget for Austin Energy. Funding for the remaining 24 months of the original contract period is contingent upon available funding in future budgets.

## Fiscal Note

There is no unanticipated fiscal impact. A fiscal note is not required.

Purchasing Language:	Sole Source
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Prior Council Action:	
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For More Information:	Art Acuña, Senior Buyer/512-322-6307
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Boards and Commission Action:	Recommended by the Electric Utility Commission.
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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.
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Related Items:	
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## Additional Backup Information

This contract is for an Electronic Customer Information System (E-CIS) archive service to be provided by the current E-CIS Contractor, Vertex Group. With this service, the vendor will provide a robust user interface that allows authorized users the ability to search old utility account information, upload historical data for reports, and print archived bills. Research shows that this service is competitively priced and market pricing will escalate depending on the level of required availability and disaster recovery precautions, as well as the size of dataset.

Austin Energy (AE), as part of the City of Austin (COA), transitioned its use of the Vertex CIS billing system into an archival and read-only access mode, and Vertex will only need to provide historic customer account information from the E-CIS archive for billing during and after the implementation of the new E-CIS (the Customer Care & Billing or "CC&B") system.

At the time that the COA stopped processing new customer information in E-CIS, Vertex locked down (removed update capabilities of) the COA's E-CIS database and hosted an archive of the database as it existed at that point in time. Hosting the archive database consists of maintaining a copy of the E-CIS software, Graphical User Interface, and E-CIS database for access by the COA. Vertex will own, manage and maintain the hardware and software needed to provide the archive service.

It is necessary for AE and COA to have ongoing access to the existing E-CIS information currently maintained and provided by Vertex for a variety of reasons, including meeting statutory mandates and historical account management. For example, the ability to access debt collection information of aging and delinquent utility bills, as well as other related utility customer data in the E-CIS archive, is a legal necessity and is a primary use of the archival services. In addition, Finance must have access for auditing purposes, Marketing must have access for market research, and the Rate Team accesses it for use in the rate redesign process.