

A G E N D A



Recommendation for Council Action (Purchasing)

Austin City Council

Item ID:

10861

Agenda Number

38.

Meeting Date:

December 8, 2011

Department:

Purchasing

Subject

Authorize award and execution of a 60-month requirements service contract with LEXIS/NEXIS, Miamisburg, OH, for subscription online database services for public records retrieval for Austin Energy in an estimated amount not to exceed \$400,000, with two 12-month extension options in an estimated amount not to exceed \$80,000 per extension option, for a total estimated contract amount not to exceed \$560,000.

Amount and Source of Funding

Funding in the amount of \$80,000 is available in the Fiscal Year 2011-2012 Operating Budget of the Austin Energy. Funding for the remaining 48 months of the contract period and extension options 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.

Prior Council
Action:

For More
Information:

Terry Nicholson, Senior Buyer, 322-6586

Boards and
Commission
Action:

Recommended by the Electric Utility Commission.

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.

Related Items:

Additional Backup Information

This contract is for the purchase of a subscription to provide Austin Energy (AE) with access to a proprietary public records database. The database will be utilized by the AE Call Center to verify residential and commercial customer identities for new electric service. AE has used this vendor's product for several years. Originally, five different vendors were considered, with LexisNexis being the most cost effective. Since that original purchase, LexisNexis released its new Accurint® For Government product, specifically designed for government agencies. In response, AE developed training programs—integral to the operation of AE's Customer Care Division—to best utilize the new program's tools.

The Call Center requires an identity verification system that provides confirmation of potential customers for a seven-year period preceding a new service request. The database provided by LexisNexis, Accurint® for Government, was developed specifically for government agencies for such purposes. The information provided by LexisNexis is updated daily throughout the contract period and provides security log-on identification by AE users. The system is compliant with the Fair and Accurate Credit Transactions Act (FACTA) and available 24 hours a day, 7 days a week. AE's Call Center personnel are fully trained in the use of the Accurint® system without which the Call Center's overall efficacy would be severely impacted.

The Accurint® algorithms are proprietary in nature and offer linking technology that analyzes billions of partial and complete records and are not available from any other source. The system filters and links the information based on relevance to provide a complete picture of an individual.