

## A G E N D A



## Recommendation for Council Action (Purchasing)

Austin City Council	Item ID:	59813	Agenda Number	54.
Meeting Date:	August 18, 2016			
Department:	Purchasing			
Subject				
Authorize negotiation and execution of a 36-month contract with SOLIX, INC., to provide automatic enrollment administrator services for the Customer Assistance Program in an amount not to exceed \$3,900,000, with two 12-month extension options in an amount not to exceed \$1,300,000 per extension option, for a total contract amount not to exceed \$6,500,000.				
Amount and Source of Funding				
Funding in the amount of \$325,000 is available in the Fiscal Year 2015-2016 Operating Budget of Austin Energy. Funding for the remaining 33 months of the original contract period and extension options are contingent upon available funding in future budgets.				
Fiscal Note				
A fiscal note is not required.				
Purchasing Language:	Professional Service			
Prior Council Action:				
For More Information:	Ray Moncada, Senior Buyer Specialist Corporate, 512-322-6594			
Boards and Commission Action:	June 20, 2016 – Recommended by the Electric Utility Commission on an 8-0 vote with Commissioner Mahmood, Norris and Stout absent.			
Related Items:				
MBE / WBE:	This contract will be awarded in compliance with City Code Chapter 2-9C Minority Owned and Women Owned Business Enterprise Procurement Program through the achievements of Good Faith Efforts.			
Additional Backup Information				

The contract will provide automatic enrollment services for City's Customer Assistance Program (CAP) which provides notification to customers as they certify, recertify or are removed from eligibility. The objective is to ensure that all eligible utility customers within the Austin Energy service territory are enrolled automatically via a process that combines eligibility lists provided by Austin Energy and local entitlement program offices such as Medicaid, Supplemental Nutrition Assistance Program (SNAP), Children's Health Insurance Partnership (CHIP), Travis County Medical Assistance Program (MAP), Comprehensive Energy Assistance Program (CEAP) and any other City-approved entitlement programs. The Contractor will cross reference lists of persons who receive these benefits with lists of City utility service customers in order to determine eligibility for discounted utility service.

At the February, May, and August 2016 meetings of the Austin Energy Utility Oversight Committee, staff provided briefings regarding automatic enrollment services for the CAP. The contract with Solix, Inc. includes authorization for the recommendations that have been brought forward by a consumer advocate; however, staff recommends implementing half of them at this time, as presented on August 8. At a future meeting, Austin Energy will provide an update to Council regarding the results of implementing the staff recommendations, at which time Council may provide additional direction.

The scope of work for this contract also includes the ability to provide the following:

- Eligibility and program enrollment based on household income verification;
- A filter process to identify customers with multiple properties whose values exceed the threshold; and
- Provision of case management services for the medically vulnerable and weatherization programs.

The City contracted with Solix, Inc. in 2013 as the result of a Request for Proposals (RFP). Solix tailored their administrative approach to the City's specific requirements and worked closely with staff to manage programs expertly and economically. Their in-depth understanding of the CAP procedures and processes, along with their professional interaction with staff enabled the City to accomplish the following initiatives during the 2013-2015 contract period:

- Successfully launched the Automatic Enrollment Discount process.
- Broadened Solix's eligibility services role (review and fulfillment) to include processing all self-enrollment applications.
- Expanded the Customer Care Call Center hours.
- Modified the automated enrollment process to allow customers to "opt-out" of the CAP and to allow staff to "override" the enrollment of approved customers as needed.
- Increased the sensitivity controls of the name and address matching software in order to more precisely match customer data between the Texas Health and Human Services Commission, MAP and the Solix database of utility customer records.

Solix has demonstrated their ability to provide eligibility determination, recertification and program administration among their core areas of expertise. Many government agencies and commercial entities rely on Solix to effectively and efficiently manage their programs. Solix has significant, relevant experience administering programs requiring compliance with complex Federal, State and Municipal regulatory requirements, and will bring this experience to the City.

SOLIX, INC.				
	# months	Contract Amount	Contract Amendment	Revised Amount

Original Term	36	\$ 3,900,000	n/a	n/a
Extension Option 1	12	\$ 1,300,000	n/a	n/a
Extension Option 2	12	\$ 1,300,000	n/a	n/a
<b>TOTAL</b>	<b>60</b>	<b>\$ 6,500,000</b>	<b>\$ -</b>	<b>\$ -</b>