



**Purchasing Service Agreement
CITY OF AUSTIN
RECOMMENDATION FOR COUNCIL ACTION**

**AGENDA ITEM NO.: 17
AGENDA DATE: Thu 02/03/2005
PAGE: 1 of 2**

SUBJECT: Authorize execution of a 12-month service agreement with LEXISNEXIS, Carol Stream, IL, for public records retrieval in an amount not to exceed \$56,726.17, with two 12-month extension options in an amount not to exceed \$56,726.17 for each extension option, for a total agreement amount not to exceed \$170,178.51.

AMOUNT & SOURCE OF FUNDING: Funding in the amount of \$33,090.26 is available in the Fiscal Year 2004-2005 Approved Operating Budget of Austin Energy. Funding for the remaining five 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.

REQUESTING Purchasing **DIRECTOR'S**
DEPARTMENT:for Austin Energy; **AUTHORIZATION:** Vickie Schubert

FOR MORE INFORMATION CONTACT: Sandy Calles, Buyer II/512-322-6487

PRIOR COUNCIL ACTION: N/A

BOARD AND COMMISSION ACTION: N/A

PURCHASING: Critical Business Need.

MBE / WBE: This contract will be awarded in compliance with Chapter 2-9 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.

LexisNexis, a division of Reed Elsevier, Inc., will provide Austin Energy with access to a proprietary public records database. The database is used by the AE Call Center to verify residential and commercial customer identity or start-up electric utility services. The information sought 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 and customer support.

The Call Center personnel are fully trained using this database and it 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, we would not be able to verify customer identification and Austin Energy's risk of setting up accounts with stolen identities becomes much greater. The LexisNexis service is needed in order to protect the competitive interests of Austin Energy by maintaining excellent customer service while protecting the financial position of the utility.