

## A G E N D A



## Recommendation for Council Action (Purchasing)

Austin City Council	Item ID:	26422	Agenda Number	45.
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Meeting Date:	August 29, 2013
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Department:	Purchasing
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## Subject

Authorize award and execution of Amendment No. 1 to a contract with SOLIX, INC. for administrator services related to the qualification and automatic enrollment for Austin Energy's Utility Discount Program, to increase the contract amount for the current contract period in an amount not to exceed \$61,433, and the three remaining extensions in an amount not to exceed \$112,620 each, for a revised total contract amount not to exceed \$1,975,083.

## Amount and Source of Funding

Funding in the amount of \$61,433 is available in the Fiscal Year 2012-2013 Operating Budget of Austin Energy. Funding for the remaining 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:	Contract Amendment.
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Prior Council Action:	December 13, 2012 - Approved original contract
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For More Information:	Oralia Jones, Senior Buyer /512-322-6594
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Boards and Commission Action:	August 19, 2013 - Unanimously approved by the Electric Utility Commission on a 5-0 vote.
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Related Items:	
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MBE / WBE:	This contract was awarded in compliance with City Code Chapter 2-9C (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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## Additional Backup Information

On December 13, 2012, Council approved the award of a contract with Solix, Inc., Parsippany, NJ, to provide qualification and automatic enrollment administrator services for Austin Energy's Utility Discount Program, a component of the Customer Assistance Program. The agreement requires the contractor to communicate with discount participants, process data, provide high volume customer service, develop databases and handle mass data projects via mail or email to accomplish a City-wide qualification and enrollment process for Austin Energy customers.

This contract will provide for the qualification of customers for the Utility Discount Program, and notification as they certify, re-certify and/or are removed from eligibility. The objective is to ensure all utility customers within the Austin Energy service territory who are eligible for the Utility Discount Program are qualified automatically via a process combining eligibility lists provided by Austin Energy and by 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 references lists of persons who receive these benefits with utility customer lists in order to determine eligibility for this discounted utility service. The contractor serves as the automatic enrollment administrator for the Utility Discount Program.

The proposed Amendment No. 1 will increase funding for qualification and automatic enrollment administrator services for the current contract period and the remaining three option periods. The additional funding is needed to allow for an increase in the contractor's customer service offerings to match Austin Energy's Customer Care offerings by increasing call center hours by two hours in the evening, from 7:00am – 7:00pm to 7:00am – 9:00pm.

The increase also includes two one-time fees totaling \$19,200 to re-design the interface for the automated qualification and enrollment process to allow customers to remove their address from being considered as a discount household, and to include an override process which will require the contractor to update databases, modify call center screens, and auto-enrollment/qualification processes to handle these two scenarios. Since this is an automated process, Austin Energy identified the need to have "checks and balances" processes built into the interface. One of the processes is the ability for a customer to omit their address from being considered as a discount household by removing them from the monthly enrollment list. An "override process" will allow Austin Energy to remove a customer from the list when they are discovered to be ineligible. These two modifications will increase accuracy and improve management of the program and ensure eligible customers are receiving the discounts.

A delay in implementation of automatic enrollment in the Utility Discount Program, from April 4 to September 4, 2013, was necessary due to a requirement by the Texas Health & Human Services Commission (HHSC) for a separate agreement with entities to which they provide program participant lists, such as Medicaid lists. Austin Energy was involved in negotiations with HHSC to ensure a State-sanctioned agreement was in place before implementation of the program. The agreement was approved by HHSC on August 5, 2013.

#### Contract Summary

Action	Description	Amount
Original Contract approved 12/13/2012	Council approved original 12-month contract with three 12-month extension options	\$1,575,790
Amendment No. 1	Approve an increase to the current contract period in an amount not to exceed \$61,433 and the three remaining extensions in an amount not to exceed \$112,620 each, for	\$ 399,293

	expanded services	
Revised Total Contract Amount		\$1,975,083