

Division of Water and Cleveland Public Power

Request for Legislation

An ordinance to authorize the Department of Public Utilities (DPU) to enter into one or more contracts with Oracle to provide professional consulting services for the Hosting and Managed Services associated with Oracle Customer Care and Billing (CC&B) system, meters, applications, maintenance, licensing, and related products. Legislation is to lead to a contract or contracts for the term of one year with two one-year options to renew, exercisable by the Director of Public Utilities.

Background/Purpose:

DPU is requesting to enter into one or more contracts with Oracle in order to provide hosting, professional services, managed services, maintenance, software, cloud computing, and any other related services and products required to manage DPU CC&B. This system manages customer billing, meter reading, meter inventory, customer appointments, and related reporting. It is also integrated with several systems including Automated Meter Reading (AMR), bill printing, electronic bill presentment, payment, and cashiering.

Scope of Work/Commodities/Services:

All servers that are used to operate the CC&B system will be maintained by Oracle at their primary secured data center. Oracle will also provide and manage a disaster recovery site at a secondary data center location. In addition, Oracle will monitor the servers and manage the operating and database systems. DPU will pay a fixed monthly fee to Oracle for these services.

Justification/Urgency:

Oracle professional, hosting, and managed services, as well as licensing, software, and maintenance are vital for DPU operations to provide accurate information to our customers.

Anticipated Costs and funding source:

Funds for the first year will be covered from the general operating funds from CWD and CPP. Appropriations will be made annually from free balance for years 2 and 3.

Year One			
Services/Products	CWD	CPP	Proposed Fee
Licenses	\$1,499,000.00	\$101,000.00	\$1,600,000.00
Hosting	\$235,000.00	\$65,000.00	\$300,000.00
Professional Services	\$600,000.00	\$0.00	\$600,000.00
Total	\$2,334,000.00	\$166,000.00	\$2,500,000.00

Schedule or Term of Contract:

Legislation is to lead to a contract or contracts for the term of one year with two one-year options to renew, exercisable by the Director of Public Utilities.

Current Contract(s):

Vendor Information	Services/ Work performed	Contract Info	CSB Participation
Kyndryl, Inc 30 S. 17 th Street Philadelphia, PA 19103	Hosting Services	Contract #: PS2024-277 Contract Total-to-date: \$588,000 Contract Exp. Date: 8/31/25	Per OEO, due to type of services being provided, CSB participation is impractical
Vaske Computer St Paul, MN 55112	Oracles Licenses	Purchase Order #: PO2002 2024*562 PO Total: \$1,206,319.52 PO Exp. Date: 4/21/25	

Previous Contract(s):

Vendor Information	Contract Info	CSB Participation
Kyndryl, Inc.	<u>Contract #:</u> PS2021-184 <u>Contract Total-to-date:</u> \$1,922,000.00 <u>Contract Exp. Date:</u> 8/31/24	Per OEO, due to type of services being provided, CSB participation is impractical
IBM Corporation 30 S. 17 th Street Philadelphia, PA 19103	<u>Contract #:</u> PS2019-125 <u>Contract Total-to-date:</u> \$1,575,374.40 <u>Contract Exp. Date:</u> 4/30/22	Per OEO, due to type of services being provided, CSB participation is impractical