

Request for Legislation

An ordinance authorizing the Director of Public Utilities to exercise the first-year option to renew Contract No. CT 2002 PS 2018-064 with Ernst & Young U.S. LLP to provide professional services necessary to manage and administer the Oracle Customer Care & Billing System, for the Division of Water.

Background/Purpose:

The Department of Public Utilities (DPU) has contracted with Ernst & Young, LLP, (E&Y) to manage its Oracle Customer Care and Billing (CC&B) system used by the Division of Water (CWD). This system manages customer billing, meter reading, meter inventory, customer appointments, and related reporting. It is also integrated with a number of systems including Automated Meter Reading, Bill Printing, Electronic Bill Presentment and Payment and Cashiering. The original contract was for three years with two additional one year extensions.

The Managed Services team provides DPU with trained resources to augment our staff and to ensure that we are equipped to handle the needs of our user community and our customers.

These services include:

- Application Management - Work in conjunction with the hosting team and CWD to maintain the CC&B application. This includes implementing configuration changes, building and maintaining the multiple CC&B environments, applying application patches, monitoring all CC&B application servers, and other related activities to ensure that CC&B is running 24/7.
- User Support - Provide level 2 and 3 direct technical support to our users. The team is assigned trouble tickets from the DPU helpdesk and their performance is monitored.
- Troubleshoot and Resolve - Research problems, make recommendations, and implement solutions. This requires coordination with CWD, the hosting vendor, software vendors, and other third party entities.
- Report Management - Develop queries and reports requested by our user community. They also monitor and maintain our reporting system to ensure accuracy and availability to the user community.
- Interface Management - Monitor and maintain the numerous CC&B interfaces with other systems by managing the interface schedule, monitoring the processes, and working with CWD and third party vendors to resolve issues.
- Batch Scheduling - Monitor and maintain the CC&B nightly batch execution and ensure that the batch process is completed in a timely manner and prior to the start of the business day.

- Additional Support as Needed - Provide additional CC&B related support as requested by CWD for projects or requirements. This type of support includes program and project management services, and specialized technical services.

In addition to the day to day operations, E&Y is supporting CWD with one major project currently:

- CC&B Upgrade - This the second major upgrade to CC&B. This is required to keep us in support.

For this project E&Y will provide design, configuration changes, solution development and testing. In addition, they are providing project management services, training, and post go-live project support.

Scope of Work/Commodities/Services:

The resultant one-year option would continue Oracle CC&B Managed Services from E&Y under Contract No. PS2018-064. The one-year option will add funds to cover the cost of services until March 31, 2022.

Justification/Urgency:

CC&B is a mission critical system for CWD, and must continue to operate reliably to be able to have up-to-date customer information and provide the ability to bill our customers.

Anticipated Costs and Funding Source:

First 1 Year Option: \$1,581,534.00 for the first one-year option year
 Funding Source: Fund 52, Subfund 001 and/or Fund 51.

Schedule or Term of Contract:

Legislation is to lead to a contract extension of professional services for the term of one (1) year.

Current Contract(s):

Vendor Name	Vendor Address	Vendor Contact	Contract Info
Ernst &Young U.S. LLP	200 Plaza Drive Secaucus, NJ 07904	Chad Hamilton	CT. No. PS2018-064 Awarded Amount: \$4,744,600.00 Current Expiration Date: 3/31/2021

CSB Participation on the Current Contract:

CSB participation goals: 10% CSB Actual: 17.1% CSB

If there is no CSB participation, explain why here: N/A

Previous Contract(s):

Vendor Name	Vendor Address	Vendor Contact	Contract Info	CSB Participation
Ernst &Young U.S. LLP	200 Plaza Drive Secaucus, NJ 07904	Chad Hamilton	CT. No. PS2014- 163 Awarded Amount: \$4,096,000 - Contract Expiration Date: 3/31/18	9.297%