

Division of Water and Cleveland Public Power

Request for Legislation

An ordinance authorizing the Department of Public Utilities (DPU) to exercise the second-year option to renew Contract No. CT2002 PS2023-050 with Utility Solutions Partners, LLC to provide professional services necessary to manage and administer the Oracle Customer Care & Billing System, for the Divisions of Water and Cleveland Public Power, under Ordinance 534-2022.

Background/Purpose:

The Department of Public Utilities (DPU) has contracted with Utility Solutions Partners, LLC, to manage its Oracle Customer Care and Billing (CC&B) system used by the Division of Water (CWD) and Cleveland Public Power (CPP), under Ordinance 534-2022. 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. This is a request for legislation authorizing DPU to exercise the second-year option to renew extension under Contract No. PS2023-050, which is a one (1) year contract with four (4) one-year options to renew, the second of which is exercisable through additional legislative authority.

Scope of Work/Commodities/Services:

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, CWD, and CPP 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, CPP, and 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, CPP, 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 and CPP for projects or requirements. This type of support includes program and project management services, and specialized technical services.

Justification/Urgency:

The resultant one-year extension would continue Oracle CC&B Managed Services from USP under Contract No. PS2023-050. CC&B is a mission critical system for CWD and CPP and must continue to operate reliably to be able to have up-to-date customer information and provide the ability to bill our customers. This will need to be in place by March 30th, 2025, to ensure services continue uninterrupted.

Anticipated Costs and funding source:

Total cost for the one-year contract extension will be \$2,111,600.00 Funds will be covered from the general operating funds from CWD Fund 52 Sub Fund 001 and CPP Fund 58 and Sub Fund 001.

Schedule or Term of Contract:

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

Current Contracts:

Vendor Information	Services/Work performed (Current CT)	Contract Info	CSB Participation
Utility Solution Partners, LLC	Provide professional services for the CC&B managed services by managing and supporting multiple CC&B environments.	Contract #: PS2023-050 Awarded Amount: \$2,111,600.00 Contract Exp Date: March 31, 2028	Waived

Previous Contracts:

Vendor Information	Contract Info	CSB Participation
Ernst & Young 950 Main Ave Cleveland, OH 44113	Contract #: PS2018-064 Contract Total-to-date: \$6,224,602.00 Contract Exp. Date: 3/31/23	CSB participation goals: 10% Actual: 17.1% CSB