



Recommendation for Action

File #: 22-1011, Agenda Item #: 7.

2/3/2022

Posting Language

Authorize additional expenditures to contracts with Oracle America, Inc. to continue providing licenses, enhancements, hosting software and management services of the City's customer utility billing information system, to increase the amount by \$18,625,000, and to extend the contract terms each for up to five years, for revised total contract amounts not to exceed \$32,212,083.

(Note: This procurement was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9C Minority Owned and Women Owned Business Enterprise Procurement Program. For the goods and services required for this procurement, there were no subcontracting opportunities; therefore, no subcontracting goals were established).

Lead Department

Financial Services Department.

Client Department(s)

Austin Energy.

Fiscal Note

Funding in the amount of \$7,413,848 is available in the Fiscal Year 2021-2022 Operating Budget of Austin Energy. Funding for the remaining contract term is contingent upon available funding in future budgets.

Purchasing Language:

Contract Amendments.

Prior Council Action:

April 20, 2017 - Council approved the original contracts, item 22, on an 11-0 vote.

For More Information:

Inquiries should be directed to Michelle Rocha, at 512-974-2261 or Michelle.Rocha@austintexas.gov <<mailto:Michelle.Rocha@austintexas.gov>>.

Council Committee, Boards and Commission Action:

January 10, 2022 - The Electric Utility Commission meeting was cancelled due to lack of quorum.

Additional Backup Information:

These contracts provide licenses and related services for Customer Care and Billing (CC&B) and Digital Self Service (DSS) applications. CC&B handles billing for electricity, water, wastewater, solid waste, and other monthly fees for nearly 500,000 households and businesses. DSS interfaces with the CC&B back-end application, serving as the online portal for customers to log in and perform self-service actions, such as viewing and paying utility bills, start/stop/transfer of services, and managing account information. DSS also

allows the City's call center representatives to replicate the online customer view while in the portal to better serve customer needs.

This request for additional funding and time will extend licenses and allow for future enhancements. Expected enhancements include communication to solar customers about their generation, usage, and other metrics; text message alerts to customers who have a potential high bill in their next billing cycle; and a personalized view for commercial customers to help manage consumption and bills.

Contract Detail:

Contract Term	Length of Term	Current Contract Authorization	Requested Additional Authorization	Revised Total Authorization
Initial Term	3 yrs.	\$ 8,465,350		\$ 8,465,350
Extension Option 1	1 yr.	\$ 2,515,175		\$ 2,515,175
Extension Option 2	1 yr.	\$ 2,544,558		\$ 2,544,558
Contract Amendment		\$ 62,000		\$ 62,000
Proposed Amendments	5 yrs.		\$18,625,000	\$18,625,000
TOTAL	10 yrs.	\$13,587,083	\$18,625,000	\$32,212,083

Note: Contract Authorization amounts are based on the City's estimated annual usage.

Strategic Outcome(s):

Government that Works for All.