



City of Austin

Recommendation for Action

File #: 24-4388, **Agenda Item #:** 20.

5/2/2024

Posting Language

Authorize negotiation and execution of amendments to two contracts for continued customer care and billing system hosting, maintenance, and support with Oracle America, Inc., to extend the term by three years and increase the amount by \$33,400,000, for revised total contract amounts not to exceed \$48,005,332.

[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 \$11,225,000 is available in the Fiscal Year 2023-2024 Operating Budget of Austin Energy.

Funding for the remaining contract term is contingent upon available funding in future budgets.

Purchasing Language:

Contract Amendment.

Prior Council Action:

February 9, 2023 - Council approved a contract for customer care and billing software hosting and related support services with Oracle America, Inc.

For More Information:

Direct questions regarding this Recommendation for Council Action to the Financial Services Department - Central Procurement at: FSDCentralProcurementRCAs@austintexas.gov or 512-974-2500.

Council Committee, Boards and Commission Action:

April 15, 2024 - Recommended by the Electric Utility Commission on a vote of 10-0 with one vacancy.

Additional Backup Information:

These contracts provide system hosting, maintenance, and support for the City of Austin Utilities' Customer Care and Billing system. The billing system handles utility billing for electricity, water, wastewater, solid waste, and other monthly fees for services to nearly 500,000 customers. The system was installed in 2011, was

upgraded in 2018, and is the core system that interfaces with over 150 City of Austin applications.

The amendments will include a continuation of current services, which include:

- Bill Print
- Data center hosting and support services
- Software managed services
- System enhancement services
- System Upgrade from version 2.6 to 2.9

These amendments will allow for uninterrupted services to customers as well as sufficient funding and time for Austin Energy to plan for a transition to a more developed cloud-based product, complete planned enhancements, and negotiate new contracts.

The Texas Department of Information Resources cooperative is a cooperative purchasing association recognized under Texas procurement statutes. Cooperative associations, themselves or using a lead government, competitively solicit and award contracts that are eligible for use by other qualified state and local governments. Due to their substantial volumes, larger than any one government could achieve independently, cooperative contracts routinely include superior terms, conditions, and pricing. Use of cooperative contracts also results in lower administrative costs and time savings.