



City of Austin

Recommendation for Action

File #: 24-4389, **Agenda Item #:** 21.

5/2/2024

Posting Language

Authorize negotiation and execution of an amendment to a contract for continued customer care and billing system licenses and support with Oracle America, Inc., to increase the amount by \$6,750,000, for a revised total contract amount not to exceed \$38,962,083.

[Note: Sole source contracts are exempt from the City Code Chapter 2-9C (Minority-Owned and Women-Owned Business Enterprise Procurement Program); therefore, no subcontracting goals were established].

Lead Department

Financial Services Department.

Client Department(s)

Austin Energy.

Fiscal Note

Funding in the amount of \$2,424,676 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:

April 20, 2017 - Council approved a contract for Oracle utilities software and services including maintenance and support with Oracle America, Inc.

February 3, 2022 - Council approved an amendment to the Oracle utilities software and services contract 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:

This contract provides licenses and support services for the City's Utilities' Customer Care and Billing system. These licenses are required to continue the City's use of the system and extend the warranty and the continuation of support services help push down bug fixes in the application. The billing system handles 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 Utilities' applications.

This request, in conjunction with the request for continued CC&B system hosting, maintenance, and support, will allow for uninterrupted services.