

## AGENDA



Thursday, May 27, 2010

**Purchasing Office  
RECOMMENDATION FOR COUNCIL ACTION****Item No. 36**

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**Subject:** Authorize award, and execution of a 12-month requirements service contract, with ORACLE USA, Austin, TX, for the purchase of Oracle Customer Care & Billing (CC&B) software maintenance and support in an estimated amount not to exceed \$772,185 with six 12-month extension options in an estimated amount not to exceed \$772,185, for the first extension option, \$772,185, for the second extension option, \$772,185 for the third extension option, \$810,795 for the fourth extension option, \$851,335 for the fifth extension option, and \$893,902 for the sixth and final extension option for a total estimated amount not to exceed \$5,644,772.

**Amount and Source of Funding:** Funding in the amount of \$772,185 is available in the 2009-2010 Operating Budget of Austin Energy. Funding for the extension options is contingent upon available funding in future budgets.

**For More Information:** Art Acuña, Senior Buyer/512-322-6307

**Purchasing Language:** Critical Business Need.

**MBE/WBE:** This contract will be awarded in compliance with Chapter 2-9C of the City Code (Minority Owned and Women Owned Business Enterprise Procurement Program). No subcontracting opportunities were identified; therefore, no goals were established for this solicitation.

**Boards and Commission Action:** Recommended by the Electric Utility Commission.

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This contract is for the purchase of Oracle software maintenance and support services used to support the new Oracle Customer Care & Billing (CC&B) system currently being implemented at Austin Energy (AE) for several City utility departments. When implemented, the new CIS Billing system will provide the City with a single service to generate utility bills for customers of the City's utilities, including Austin Energy, Austin Water Utility, and Solid Waste Services. The new Oracle CC&B system is the central and primary software application that drives the new billing system. This ongoing Oracle software maintenance and support services is necessary to ensure that Austin Energy can maintain adequate assurance that an unanticipated software problem could be resolved in sufficient time to prevent a loss of service and revenue for the City's utilities.

The contract approved with IBM included funding for this service, therefore that contract will be amended by decreasing the authorization in an amount equal to the amount approved above.