



Interoffice Memorandum

APPROVED  
BY ORANGE COUNTY BOARD  
OF COUNTY COMMISSIONERS  
AUG 19 2014 NP/KH

DATE: July 28, 2014

TO: Mayor Teresa Jacobs  
and the Board of County Commissioners

FROM: *[Signature]* Johnny Richardson, Manager, Procurement Division

CONTACT: Rosemary Whitacre, Program Development Supervisor,  
Customer Service Division, Utilities Department  
407-254-9940

SUBJECT: Approval of Amendment No. 4, Contract Y10-645-GC, Upgrade of Utilities Customer Information and Billing Solution

ACTION REQUESTED:

Approval of Amendment No. 4, Contract Y10-645-GC, Upgrade of Utilities Customer Information and Billing Solution, with Pricewaterhouse Coopers (PwC) in the estimated amount of \$628,840 for a revised total estimated contract award amount of \$12,734,430. This amendment will provide for Annual Post-Notice-of-Final-System-Acceptance Support. Further request authorization for the Procurement Division to renew Annual Post-Notice-of-Final-System-Acceptance Support for two additional 1-year terms.

PROCUREMENT:

To exercise the option to purchase Annual Post Notice-of-Final-System-Acceptance Support, via Amendment No. 4.

FUNDING:

Funding is available in account number 4420 038 1409 05 3197. Funding for this project is obtained from the water and wastewater revenues of the Utilities Department.

APPROVALS:

The Utilities Department and the Information Systems and Services Division concur with this recommendation.

DISCUSSION:

On June 26, 2012, the Board approved Contract Y10-645-GC with Pricewaterhouse Coopers for the Installation and Implementation of Oracle's Customer Information System Customer Care and Billing (CC&B). The contract was awarded on July 12, 2012. In practical terms, this solution will provide a means to manage the collection of all revenue and related data for the Utility Department. As Phase II of the system implementation approaches completion in August 2014, County staff requires post implementation support to insure that all post implementation operations are functioning as required for continuous effective performance.

The cost of Post-Notice-of-Final-System-Acceptance Support is considered reasonable based on the fact that the hourly rates were pre-negotiated in the basic contract in 2012. The following is a summary of previous amendments.

- Amendment No. 1: Modified the Contract Statement of Work to specify a series of County/Technical approval signatures required throughout the project.
- Amendment No. 2: Updated 90 additional business processes, an increase of \$205,590.
- Amendment No. 3: Initiated Phase II Implementation, an increase of \$3,984,345.