

Meeting Date: March 20, 2019
Staff Contact: Cody Stinson, Chief Information Officer

TITLE: C-19-13 – Approve Change Order # 4 for the ABCWUA Billing System (CC&B) Upgrade specifically related to documentation, knowledge transfer and training for Albuquerque Bernalillo County Water Utility Authority Staff

ACTION: Recommend Approval

SUMMARY:

The Albuquerque Bernalillo County Water Utility Authority (Water Authority) issued a Request for Proposals (RFP) to solicit responses from qualified vendors to assist with the upgrade of Oracle's Customer Care & Billing (CC&B) version 2.2 to 2.6. The Water Authority successfully upgraded the new version of CC&B in February of 2019. CC&B is the Customer Information System that supports the billing functions and accounts receivable processes for all water, sewer, and solid waste accounts. Over \$241 million in annual revenue is managed through this system.

This change order is requested to specifically address knowledge transfer and training issues for Water Authority staff, and post go-live support for CC&B version 2.6.

The Water Authority's objectives for this scope of work are:

- Knowledge Transfer for technical and functional staff to support and utilize Config Tools and Java programming methods.
- A two-week development training workshop conducted to present new framework, technical architecture and programming topics with hands on experience.
- Post Go-Live support for the new technology, features and functionality of CC&B v. 2.6.

The Water Authority will execute the change order as part of CC&B upgrade statement of work.

Approval of this item shall also serve as delegation of authority for the Executive Director to approve all future amendments to this contract, if any.

FISCAL IMPACT:

Funding in the amount of \$140,000 has been approved and appropriated by the Water Authority for this CC&B change order.

Statement of Work

This Statement of Work, dated 4/15/19 (this “SOW”) is made by Ernst & Young LLP (“we” or “EY”) and Albuquerque Bernalillo County Water Utility Authority (“Water Authority”, “you” or “Client”), pursuant to the Agreement, dated 12/8/17 (the “Agreement”), between EY and Water Authority. The effective date will be the date of last signature.

Except as otherwise specifically set forth in this SOW, this SOW incorporates by reference, and is deemed to be a part of, the Agreement. The additional terms and conditions of this SOW shall apply only to the Services covered by this SOW and not to Services covered under any other SOW pursuant to the Agreement.

Scope of services

Unless otherwise agreed, and subject to the General Terms and Conditions of the Agreement, EY expects to perform the Services during the period from 04/20/19 to 6/30/19. EY will provide onshore and offshore resources for to support Customer Care and Billing. The onsite resource will be onsite every other week.

A two-week development training workshop will be conducted to cover the topics listed below:

DAY 1

Afternoon

Overview: Oracle Utilities Application Framework (OUAF) Development Concepts

- Framework
- Technical Architecture
- Eclipse
- Hibernate

DAY 2

Morning

Maintenance Objects

Business Entities

Table and Field Metadata

Afternoon

Change Handler

- Validation Rules
- Exercise
- Conditional Validation
- Conditions
- Exercise

DAY 3

Morning

Change Handler

- Custom Rules

Afternoon

- Custom Rules

Messages (Custom)

- Exercise
- Cascading Changes
- Exercise

DAY 4

Morning

Algorithm

Afternoon

- Exercises

DAY 5

Morning

Algorithm Case Study

Afternoon

Algorithm Case Study Solution

DAY 6

Morning

Packaging

Batch Control

Afternoon

- Exercise

DAY 7

Morning

Java module development

Functional Design

Technical design

Afternoon

- Exercise

DAY 8

Morning

Coding Standards and Code Review

Packaging Review

Inbound Web Services (IWS)

- Advantages of IWS against XAI Inbound Services
- Deployment
- Demo

The suggested resources and roles are listed below.

Role	Proposed Resource	FTE	Start Date	End Date
Engagement Manager	Neelima Raghu	.1	04/20/19	6/30/19
Development Lead / Trainer Onsite	Bryan Ramirez	1.0	04/20/19	6/30/19
Senior Designer / Developer (GDS)	Mynard Apostle	1.0	04/20/19	6/30/19
Technical Architect (GDS)	Raymond Carreon	.25	04/20/19	6/30/19

Fees

The General Terms and Conditions of the Agreement address our fees and expenses. All software costs (licensing and maintenance) for the components that comprise CC&B will be the Water Authority's responsibility.

Our fees for the Services will be based on Fixed Price. Changes in scope, duration, or resources of the project may result in a change order that affects the total Fee.

The total Fee for the engagement is \$140,000.00. These Fees do not include any applicable taxes that may be billed by EY to be remitted to the New Mexico Tax and Revenue Department.

The Planned completion dates below are estimated dates and are subject to change upon the approval of both EY and Water Authority Project managers. This may result in change order which could affect the total cost of the project

Fees will be invoiced each month as follows:

Date	Amount
4/30/19	\$ 20,000.00
5/31/19	\$ 60,000.00
6/30/19	\$ 60,000.00
	\$140,000.00