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Meeting Date: June 18, 2025  
Staff Contact: Miguel Navrot, Applications Supervisor

**TITLE: C-25-15 – Approval of Contract with Oracle America, INC for Managed Services**

**ACTION: Recommend Approval**

**Summary:**

Approval requested to increase the current managed services agreement with Oracle to include Amendment 2. Oracle will provide up to two thousand seven hundred forty-four (2,744) hours of consulting assistance related to your Oracle Utilities Customer Care and Billing application (“CC&B”) as a part of this agreement.

This contract will be procured pursuant to the authority contained in section 17(a)(19) of the Rules Governing Procurement for the Albuquerque Bernalillo County Water Utility Authority (Water Authority). Resolution R-18-14 requires board approval for any purchase in an amount exceeding \$500,000.

Approval of this item will delegate signature authority to the Executive Director to increase this contract with Oracle for the addition of these services. Approval of this item shall also serve as delegation of authority for the Executive Director to approve all future amendments to this purchase, if any.

**FISCAL IMPACT:**

\$745,000.00 including New Mexico Gross Receipt Tax. The Water Authority has budgeted funds to cover this agreement.



ORDERING DOCUMENT  
AMENDMENT TWO

Your Name: ABCWUA  
Your Address: City County Bldg, 1 Civic Plaza  
Albuquerque, NM 87102

Oracle America, Inc.  
500 Oracle Parkway  
Redwood Shores, CA 94065

This amendment ("Amendment Two") amends the order identified below and all amendments thereto (the "order") between You and Oracle America, Inc. ("Oracle").

Offer Valid through: 30-JUN-2025.

**A. AMENDMENT DETAILS**

You and Oracle agree to amend the order as follows:

1. Ordering Document Number: **US-A5K2CG**

a. Delete the Services table in its entirety and replace it with the following:

"Services"	Reference	Fees	Estimated Expenses	Total Fees and Estimated Expenses
Time and Materials Services	Exhibit 1	\$250,000.00	\$0.00	\$250,000.00
Time and Materials Services	ODA1	\$245,000.00	\$0.00	\$245,000.00
Time and Materials Services	ODA2	\$250,000.00	\$0.00	\$250,000.00
TOTAL		\$745,000.00	\$0.00	\$745,000.00

2. Exhibit: **Exhibit 1**

a. Section 1. Description of Services. - Delete the first paragraph in its entirety and replace it with the following:

"At Your direction, Oracle will provide up to two thousand seven hundred forty-four (2,744) hours of consulting assistance related to Your Oracle Utilities Customer Care and Billing application ("CC&B")."

b. Section 1. Description of Services., Subsection A. - Delete the first sentence in its entirety and replace it with the following:

"Oracle will provide up to two thousand one hundred seventy (2,170) hours of functional and technical assistance. Such assistance may be in any or all of the following activities:"

c. Section 1. Description of Services., Subsection B. - Delete the first sentence in its entirety and replace it with the following:

"Oracle will assign a single point of contact ("Oracle Services Coordinator") who will provide up to five hundred seventy-four (574) hours related to the following activities:"

d. Section 2. Rates, Estimated Fees and Expenses, and Taxes., Subsection B. Rates. - Delete the section in its entirety and replace it with the following:

"B. Rates.

From the ordering document effective date 12-JUN-2023 through 11-JUN-2025, the Services will be provided at the rates set forth below.

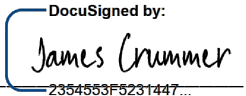
Standard Rates	
Price Level	Hourly Rate
Director	\$315.14
Managing Consultant	\$271.81
Advanced Consultant	\$200.81
Consultant	\$162.38
Services Center Rates	
Price Level	Hourly Rate
Director	\$185.00
Managing Consultant	\$115.00
Advanced Consultant	\$66.25
Consultant	\$51.00

From 12-JUN-2025 through 31-MAY-2026, the Services will be provided at the rates set forth below. Thereafter, unless otherwise agreed by You and Oracle in an amendment, the Services will be provided at Oracle's consulting rates in effect when the Services are performed.

Standard Rates	
Price Level	Hourly Rate
Director	\$315.14
Managing Consultant	\$271.81
Advanced Consultant	\$200.81
Consultant	\$162.38
Services Center Rates	
Price Level	Hourly Rate
Director	\$170.00
Managing Consultant	\$115.75
Advanced Consultant	\$83.63
Consultant	\$55.38"

## B. ADDITIONAL TERMS

In the event of any inconsistencies between the order and this Amendment Two, this Amendment Two shall take precedence. Subject to the modifications herein, the order shall remain in full force and effect.

<b>ABCWUA:</b>	<b>Oracle America, Inc.:</b>
Authorized Signature: _____	Authorized Signature: _____  2354553F5231447...
Name: _____	Name: James Crummer
Title: _____	Title: Sr. Manager
Signature Date: _____	Signature Date: 04-Jun-2025   5:11 AM PDT
Amendment Effective Date: _____	{to be completed by Oracle}