



# Albuquerque Bernalillo County Water Authority

Albuquerque/Bernalillo  
County  
Government Center  
One Civic Plaza  
Albuquerque, NM 87102

## Legislation Text

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File #: C-18-35, Version: 1

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### **Approve Change Order Three for the Albuquerque Bernalillo County Water Utility Authority Billing System (CC&B) Upgrade**

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 project go-live date is scheduled for 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. The project plan consists of a technical upgrade, as well as functional enhancements to leverage the new features and functions of CC&B v. 2.6.

This change order is requested to specifically address the City of Albuquerque's Solid Waste Department's need to utilize the Online Performance Support System (OPSS) to implement a training program and knowledge transfer system for CC&B version 2.6.

The Solid Waste objectives for this scope of work are:

- Develop a set of training classes to train Solid Waste personnel on using the CC&B application to perform their jobs.
- Implement OPSS and customize the content to reflect Solid Waste business process.
- Incorporate the use of OPSS into the training classes for Solid Waste.

The Water Authority will execute the change order as part of CC&B upgrade SOW and will internally invoice the City of Albuquerque Solid Waste Department for fees applicable to this change order.

#### **FISCAL IMPACT:**

Funding in the amount of \$280,000 has been approved and appropriated by the City of Albuquerque for the OPSS/CC&B upgrade change order.