
REPORT TITLE: **Professional Services for Oracle Customer Care and Billing Upgrade and Migration to Oracle Customer Care and Billing Cloud Services – Document 2022-102P**

FROM: Gary Kent, CPA, CGA, ICD.D, Chief Financial Officer and Commissioner of Corporate Services

RECOMMENDATION

- 1. That the contract (Document 2022-102P) for Professional Services for Oracle Customer Care and Billing Upgrade and Migration to Oracle Customer Care and Billing Cloud Services awarded to Red Clay Consulting, Inc. be increased in the amount of \$363,897, (exclusive of applicable taxes), for a revised total contract amount of \$3,971,094, (exclusive of applicable taxes), in accordance with Procurement By-law 30-2018, as amended; and**
- 2. That authority be granted to the Director of Procurement to increase the contract for software licenses, subscription, hosting, upgrades, maintenance, and ongoing support and services for the lifecycle of the solution, subject to satisfactory performance, price, and approved budget.**

REPORT HIGHLIGHTS

- The Region of Peel utilizes Oracle Utilities Customer Care & Billing (CC&B) system to generate an average of 1.3 million water and wastewater services bills to approximately 350,000 customers within the Peel Region.
 - To ensure business continuity, modernize, integrate, and enhance business functionality, the Region conducted a competitive process and awarded Contract Document 2022-102P to Red Clay Consulting, Inc. for the upgrade of the existing CC&B to the new Oracle Utilities Customer Care and Billing Cloud Service (CCBCS).
 - One of the Request for Proposal requirements was the provision of a batch automation and intelligent scheduling tool originally included within Oracle Utilities CCBCS. However, it was determined that Oracle's built-in tool will not meet the desired scheduling automation.
 - Red Clay Consulting, Inc. can provide a third-party automated batch scheduling tool that will integrate with other applications to ensure an improved and efficient water billing system.
 - This additional purchase requires new procurement authority in accordance with Procurement By-law 30-2018, as amended, Section 5.5.2.
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DISCUSSION

1. Background

The Region of Peel currently provides water and wastewater services to the combined customer base of approximately 350,000 commercial, residential, and industrial accounts. The system generates an average of 1.3 million bills each year, leading to the collection of a total of \$500 million in revenue annually for water and wastewater utility services. The Region has a monthly and quarterly billing structure for residential and commercial water customers. Sewer charges are billed based on water consumption.

The Region has been using a self-hosted version of Oracle Utilities Customer Care & Billing (CC&B) since 2015. This software is currently used to manage customer information for billing purposes and meter information and reads.

To ensure business continuity, modernize, integrate, and enhance business functionality, the Region has conducted a competitive process and awarded Contract Document 2022-102P to Red Clay Consulting, Inc. for the upgrade of the existing Oracle CC&B water and stormwater billing system, to Oracle's new cloud-based Customer Care and Billing Cloud Service ("CCBCS") system. Based on the original Request for Proposal requirement for batch automation and intelligent scheduling tools, the project team has confirmed during the project's current discovery phase, that relying only on Oracle's built-in CCBCS batch scheduler will not provide the desired set of intelligent and fault-tolerant workload automation features to minimize reliance on manual intervention, e.g., in cases where automated data integrations fail, or where external data sets arrive later than scheduled.

The water billing system's essential daily operations depend on a set of automated secure batch integrations with other systems. The Region needs to ensure continued reliable scheduling and sequencing of these multiple time-dependent batch jobs. This includes the requirements going forward, to deploy new automated batch integrations with the Maximo Enterprise Asset Management platform and with the Systems Applications and Products (SAP) Enterprise Resource Planning platform.

Red Clay Consulting, Inc. will be able to bring in a third-party automated batch scheduling tool and provide related services to improve efficiency, reduce operational costs, and provide an improved water billing customer experience.

The benefits to the Region include:

- Reduction of manual intervention required to remediate system problems caused by failure in any of the water billing system automated batch jobs.
- Ensuring reliability and robustness of the Region's water, wastewater and stormwater billing and payment services provided to approximately 350,000 residential and commercial water billing account holders across the Region.

RISK CONSIDERATIONS

The risks of not proceeding with the purchase of the automated batch scheduling tool include:

- Periodic unplanned staff effort (in both IT and Public Works) needed for troubleshooting and manual remediation of system failures that could be avoided with the proposed third party tool.

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- Inability to ensure timely successful completion of all of the current and future system integrations with the CCBCS water billing system.
- Possible delay in providing accurate billing information to residential and commercial water billing customers.

2. Procurement Process

This report is seeking a financial increase to an existing contract. In accordance with Procurement By-law 30-2018, as amended, Section 5.5.2, Regional Council approval is required to obtain new procurement authority.

FINANCIAL IMPLICATIONS

There are sufficient funds available in the approved capital cost centre 207550 to carry out the recommendation.



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