



Interoffice Memorandum

May 1, 2023

To: Mayor Jerry L. Demings
-AND-
County Commissioners

FROM: Carrie Mathes, CFCM, NIGP-CPP, CPPO, C.P.M., Procurement
Manager II, Procurement Division

CONTACT: Edgar Cuartas, Manager, Utilities Department, Customer Service
Division
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SUBJECT: Approval of Purchase Order M111048, Customer to Meter Customer
Information System (CIS) Upgrade and One-Year New
License/Migration Support

ACTION REQUESTED:

Approval of Purchase Order M111048, Customer to Meter Customer Information
System (CIS) Upgrade and One-Year New License/Migration Support, with Oracle
America, Inc., in the amount of \$565,012.13.

PROCUREMENT:

This purchase order (PO) will support an upgrade of Oracle databases that
support mission critical applications utilized by the Utilities Department to bill all
customers and keep track of their transactions and communications. The PO
also provides one-year of new license support to facilitate the license
upgrade/migration. The system is heavily customized to support the
Development Section's requirements as well as being integrated and interfaced
with multiple other systems such as Maximo, GIS, and Itron.

FUNDING:

Funding is available in the account number 4420-038-1409-0013-3192.

APPROVALS:

The Utilities Department concurs with this recommendation.

DISCUSSION:

Oracle America, Inc. is the proprietor of the Customer to Meter licenses, as well as
providing Software Update License support. The COVID-19 pandemic delayed
multiple projects that continue to be sequenced dependent on resources. Utilities'
CIS application will soon be out of extended support. Therefore, Utilities would like
to launch the project as soon as possible. If upgrade licensing is not acquired by
May 31, 2023, the Utilities Department will incur a \$53,782 reinstatement fee. If not

approved, when the system fails, the system will not be supported by Oracle and emergency support from a third-party vendor will need to be acquired at substantial costs. If this were to happen, the Utilities Department would not be able to process and bill customers.

Pricing is considered fair and reasonable and represents the best pricing identified. The licenses and year one support are being discounted directly from Oracle America, Inc. through May 31, 2023. On June 1, 2023, the cost of this purchase order would increase by \$286,844.81.

Oracle America, Inc. is the only company authorized to support and maintain their products. Resellers under the General Services Administration contracts can sell maintenance and support but will charge 2-3% markup per line item. This was demonstrated in prior procurements. Therefore, staff concluded that contracting directly with Oracle America, Inc. for this proprietary upgrade/migration, and one-year license support is in the County's best interest. This approach offers the County the lowest service cost and allows for direct contract administration activities with Oracle America, Inc. without having to go through a third party.