



Consent Agenda
Contracts and Consultant Services

Agenda Title:	Contract Services - Customer Care and Billing Software - Utility Solutions Partners, LLC - Amendment No. 4		
Meeting Date:	September 16, 2025		
Meeting Type:	City Council Meeting - Third Tuesday - Work Session (11:30am) & Afternoon Session (1:00pm)		
Department:	Public Utilities		
Sponsor(s):	Ed Buchan		
Fiscal Impact	Yes	Dollar Amount:	Amendment 4 - \$1,648,000
Budgeted	Yes	Budget Source:	Operating Budget/Capital Improvement Program

Agenda Item Description:

Ed Buchan, Raleigh Water

To support the migration of all utility customer data to a cloud solution, additional technical support and system integration services are needed from the existing consultants, USP, LLC.

Recommended Action: Authorize the City Manager to execute the contract amendment with Utility Solutions Partners, LLC in the not to exceed \$1,648,000.

Agenda Item Details:

Staff has utilized the Oracle Customer Care and Billing (CC&B) software application since 2010 to provide utility billing services for utility customers in the Raleigh and the six merger communities. Services billed through this system include any combination of water, wastewater, irrigation, reuse, solid waste, recycling, yard waste and stormwater. Average monthly billings processed through CC&B total approximately 20 million dollars. Raleigh Water has partnered with Utility Solutions Partners, LLC, since 2017 to provide professional services and staff augmentation for product design and development, including support for our CC&B and Customer Web Self Service applications, as well as associated system interfaces.

To significantly enhance utility customer data security and minimize the potential for a data breach, the utility billing system will be migrated to an Oracle cloud-based

environment. This migration is anticipated to occur on November 11, 2025. In addition, the transition to a cloud solution will be in alignment with industry best practices, improve overall system resilience and offer more account access to customers.

To support this effort, Raleigh Water requires additional professional services from Utility Solutions Partners, LLC.

An amendment in the amount of \$1,648,000 to the CC&B maintenance agreement with USP. This amendment will fund the necessary software migration services to transition existing software and data to the new Oracle Cloud platform. This funding also includes Oracle Cloud Subscription and Oracle Java Migration License for September 2025 through June 2026.

Contract Properties:

Name of Project:	Customer Care & Billing Cloud Migration Project
Name of Vendor:	Utility Solutions Partners, LLC
Managing Division:	Raleigh Water – Customer Care & Billing
Approval Request:	Contract Amendments
Reason for Council Review:	Contract Amount > \$300,000
Original Project Budget:	\$1,612,000
Award Amount:	\$1,612,000, Approved by Council June 21, 2022
Prior Contract Activity	\$2,141,368 Amendment Number One, Approved by Council November 11, 2023 \$2,027,632 Amendment Number Two, Approved by Council November 11, 2023 \$1,124,000 Amendment Number Three, Approved by Council March 4, 2025
Encumbered this approval:	\$1,648,000
Total New Contract Amount:	\$8,553,000