

Date: November 4, 2025

To: Honorable Chairman Anthony Rodriguez
and Members, Board of County Commissioners

From: Daniella Levine Cava *Daniella Levine Cava*
Mayor

Subject: Recommendation for Approval of a Non-competitive Designated Purchase to
Authorize Additional Expenditure Authority for Professional Services to Upgrade
Oracle Customer Information System

Agenda Item No. 8(P)(5)

Resolution No. R-1079-25

Summary

This item is for additional expenditure authority to support the Water and Sewer Department's (WASD) ongoing transition from an on-premise system to a cloud-based billing system. The additional funding will enable continued implementation of the Oracle Customer Care and Billing (CCB) system, as well as the upgrade of the Mobile Workforce Management System to Oracle Field Service. Furthermore, the department is finalizing the deployment of the Meter-to-Cash Data Warehouse and integration of Power BI reporting with its Customer Cloud Services (CCS) platform. WASD utilizes this platform to service and bill over 470,000 accounts, resulting in approximately 9,000 bills being produced every day. These services include water supply, transmission, water treatment, distribution, conservation, wastewater collection, wastewater treatment, disposal and reclamation. These modernization efforts aim to automate daily operations, enhance customer service delivery, and support data driven decision making.

Recommendation

It is recommended that the Board of County Commissioners (Board) authorize a non-competitive designated purchase pursuant to Section 2-8.1(b)(3) of the Miami-Dade County Code (Code), by a two-thirds vote of the Board members present, for additional expenditure authority under *Contract No. RFP-02293, Professional Services to Upgrade Oracle Customer Information System*, in the amount of \$1,200,000 for WASD.

Background

This competitively established contract was approved by the Board on June 21, 2023, via Resolution No. R-531-23 in the amount of \$4,786,400 for a five-year term. The contract was subsequently modified under delegated authority for \$829,531. WASD utilizes this contract to purchase professional services to upgrade its Oracle Customer Care and Billing System, a platform that enables the effective management of over 470,000 accounts and supports the delivery of a cost-efficient solution for both the department and its customers.

Additional allocation is being requested to upgrade the Mobile Workforce Management System to Oracle Field Service. The funding will support quarterly release services for system updates, impact analysis, and regression testing, along with production support for eight enhancements including new customer entry, service start/stop, and payment arrangement, improving system accuracy. The additional allocation may be used by WASD for the upcoming implementation of its Payment Processing system, which would require changes for integration with the Customer Cloud Service. Board approval is required as the original awarded agreement only covered the one-time migration to Oracle's Customer Cloud Solution, while Supplemental Agreement No. 2 will expand the vendor's scope to continuous managed services, quarterly release testing, incident management, and production support for additional Oracle platforms and integrations, which were not contemplated in the original competitively awarded contract. Additionally, this expenditure authority will address operational challenges identified by the department during recent design sessions and result in an enhanced solution to be delivered by the awarded vendor.

Competition is not practicable at this time due to the highly specialized system integration. The awarded vendor is responsible for the original migration of WASD's on-premise CCB system to Oracle's Customer Cloud Solution. The additional scope which includes quarterly release support, regression testing, and production support must build directly upon the existing configurations and design. Addressing scope expansion through a new competitive procurement would introduce unnecessary delays, compatibility risks, and duplication of efforts when a new vendor would need extensive time for discovery efforts before delivering required services. Accordingly, it is in the County's best interest to approve this designated purchase pursuant to Section 2-8.1(b)(3) of the Miami-Dade County Code to ensure the continued provision of workforce scheduling, payroll automation, and transit operations management services for WASD.

Scope

The impact of this item is countywide in nature.

Delegated Authority

If this item is approved, the County Mayor or County Mayor's designee will have the authority to execute Supplemental Agreement No. 2 and exercise all provisions of the contract, including any cancellation and extensions, pursuant to Section 2-8.1 of the County Code and Implementing Order 3-38.

Fiscal Impact/Funding Source

The contract expires on July 31, 2028, and has an existing cumulative allocation of \$5,615,931. The additional expenditure authority requested includes \$800,000 to support consultant services in system updates, impact analysis, and regression testing; and \$400,000 in contingency funding to support upcoming projects, such as Payment Processing System integration, which, once awarded, will require integration with the CCS platform. If this request is approved, the contract will have a modified cumulative allocation of \$6,815,931.

Department	Existing Cumulative Allocation	Additional Allocation Requested	Modified Cumulative Allocation	Funding Source	Budgeted	Contract Manager
WASD	\$5,615,931	\$1,200,000	\$6,815,931	Wastewater Renewal Fund / Water Renewal and Replacement Fund	FY 2024-25 Adopted Budget and Multi-Year Capital Plan, Page 99 (WASTEWATER – EQUIPMENT, PROGRAM # 9650301) FY 2024-25 Adopted Budget and Multi-Year Capital Plan, Page 104 (WATER - EQUIPMENT, PROGRAM# 9650141)	Elena Montalvo
Total	\$5,615,931	\$1,200,000	\$6,815,931			

Track Record/Monitor

Natalya Vasilyeva of the Strategic Procurement Department (SPD) is the Procurement Contracting Manager.

Awarded Vendor

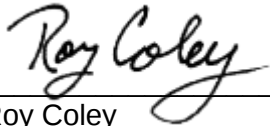
Vendor	Principal Address	Local Address	Principal
TMG Utility Advisory Services, Inc. dba TMG Consulting, Inc	388 Feathergrass Drive Buda, TX	None	Mario Bauer

Due Diligence

Pursuant to Resolution No. R-187-12, due diligence was conducted in accordance with SPD's Procurement Guidelines to determine vendor responsibility, including verifying corporate status and that there are no performance and compliance issues through various vendor responsibility lists and a keyword internet search. The lists that were referenced included convicted vendors, debarred vendors, delinquent contractors, suspended vendors, and federal excluded parties. There were no adverse findings relating to vendor responsibility.

Applicability of Ordinances and Contract Measures

- The two percent User Access Program applies.
- The Small Business Enterprise Selection Factor and Local Preference applied.
- The Living Wage Ordinance does not apply.



Roy Coley
Chief Utilities and Regulatory Services Officer



MEMORANDUM

(Revised)

TO: Honorable Chairman Anthony Rodriguez
and Members, Board of County Commissioners

DATE: November 4, 2025

FROM: 
Glen Bonzon-Keenan
County Attorney

SUBJECT: Agenda Item No. 8(P)(5)

Please note any items checked.

- ☐ "3-Day Rule" for committees applicable if raised
- ☐ 6 weeks required between first reading and public hearing
- ☐ 4 weeks notification to municipal officials required prior to public hearing
- ☐ Decreases revenues or increases expenditures without balancing budget
- ☐ Budget required
- ☐ Statement of fiscal impact required
- ☐ Statement of social equity required
- ☐ Ordinance creating a new board requires detailed County Mayor's report for public hearing
- ☐ No committee review
- ☒ Applicable legislation requires more than a majority vote (i.e., 2/3's present ☒, 2/3 membership ____, 3/5's ____, unanimous ____, majority plus one ____, CDMP 7 vote requirement per 2-116.1(3)(h) or (4)(c) ____, CDMP 2/3 vote requirement per 2-116.1(3) (h) or (4)(c) ____, CDMP 9 vote requirement per 2-116.1(4)(c) (2) ____) to approve
- ☒ Current information regarding funding source, index code and available balance, and available capacity (if debt is contemplated) required

Approved _____ Mayor
Veto _____
Override _____

Agenda Item No. 8(P)(5)
11-4-25

RESOLUTION NO. R-1079-25

RESOLUTION AUTHORIZING A NON-COMPETITIVE DESIGNATED PURCHASE PURSUANT TO SECTION 2-8.1(B)(3) OF THE COUNTY CODE BY A TWO-THIRDS VOTE OF THE BOARD MEMBERS PRESENT FOR ADDITIONAL SERVICES AS DESCRIBED IN SUPPLEMENTAL AGREEMENT NO. 2 FOR CONTRACT NO. RFP-02293, PROFESSIONAL SERVICES TO UPGRADE ORACLE CUSTOMER INFORMATION SYSTEM FOR THE WATER AND SEWER DEPARTMENT; AUTHORIZING ADDITIONAL EXPENDITURE AUTHORITY IN THE AMOUNT OF \$1,200,000.00 FOR SUCH ADDITIONAL SERVICES FOR A TOTAL MODIFIED CONTRACT AMOUNT OF \$6,815,931.00; AND AUTHORIZING THE COUNTY MAYOR OR COUNTY MAYOR'S DESIGNEE TO EXECUTE SUPPLEMENTAL AGREEMENT NO. 2 AND EXERCISE ALL PROVISIONS OF THE CONTRACT, INCLUDING ANY CANCELLATION OR EXTENSIONS, PURSUANT TO SECTION 2-8.1 OF THE COUNTY CODE AND IMPLEMENTING ORDER 3-38

WHEREAS, this Board desires to accomplish the purposes outlined in the accompanying memorandum, a copy of which is incorporated herein by reference,

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF MIAMI-DADE COUNTY, FLORIDA, that:

Section 1. This Board finds it is in the best interest of Miami-Dade County to authorize a non-competitive designated purchase pursuant to section 2-8.1(b)(3) of the County Code, by a two-thirds vote of the Board members present, for additional services as described in Supplemental Agreement No. 2 for Contract No. RFP-02293, Professional Services to Upgrade Oracle Customer Information System, for the Water and Sewer Department and for additional expenditure authority in the amount of \$1,200,000.00 for such additional services for a total modified contract amount of \$6,815,931.00.

Section 2. This Board authorizes the County Mayor or County Mayor’s designee to execute Supplemental Agreement No. 2, in substantially the form attached hereto, and exercise all provisions of the contract, including any cancellation or extensions, pursuant to section 2-8.1 of the Code of Miami-Dade County, Florida and Implementing Order 3-38. A copy of the contract document is on file with and available upon request from the Strategic Procurement Department.

The foregoing resolution was offered by Commissioner **Roberto J. Gonzalez** , who moved its adoption. The motion was seconded by Commissioner **Natalie Milian Orbis** and upon being put to a vote, the vote was as follows:

Anthony Rodriguez, Chairman	aye		
Kionne L. McGhee, Vice Chairman	absent		
Marleine Bastien	aye	Juan Carlos Bermudez	aye
Sen. René García	aye	Oliver G. Gilbert, III	aye
Roberto J. Gonzalez	aye	Keon Hardemon	aye
Danielle Cohen Higgins	aye	Eileen Higgins	aye
Natalie Milian Orbis	aye	Raquel A. Regalado	aye
Micky Steinberg	aye		

The Chairperson thereupon declared this resolution duly passed and adopted this 4th day of November, 2025. This resolution shall become effective upon the earlier of (1) 10 days after the date of its adoption unless vetoed by the County Mayor, and if vetoed, shall become effective only upon an override by this Board, or (2) approval by the County Mayor of this resolution and the filing of this approval with the Clerk of the Board.



MIAMI-DADE COUNTY, FLORIDA
BY ITS BOARD OF
COUNTY COMMISSIONERS

JUAN FERNANDEZ-BARQUIN, CLERK

By: Basia Pruna
Deputy Clerk

Approved by County Attorney as
to form and legal sufficiency.

A handwritten signature in dark ink, consisting of the letters "MBV" in a stylized, cursive-like font.

Michael B. Valdes

SUPPLEMENTAL AGREEMENT NO. 2

Contract Number: RFP-02293

Contract Title: Professional Services to Upgrade Oracle Customer Information System

Contractor: TMG Utility Advisory Services Inc.
388 Feathergrass Drive
Buda, TX 78610

In accordance with the above referenced Contract, this Supplemental Agreement, when properly executed, shall become part of the Contract, as follows:

Whereas, the County and Contractor desire to modify the Agreement to amend **Appendix A. Scope of Services** and **Appendix B. Price and Payment Schedule** to add the additional services to be provided by the Contractor to the County; and

Whereas this Supplemental Agreement No. 2 sets forth the terms and conditions that are in addition to and/or modify those terms and conditions set forth in the original Agreement.

Now, therefore, in consideration of the premises and mutual promises contained herein, the parties hereto agree to the following modification to the Agreement:

1. Incorporate **Appendix A-2. Scope of Services** into Appendix A. as additional consulting services to finalize the project of Meter to Cash Data Warehouse Implementation and PowerBI Report.
2. Incorporate **Appendix B-2. Price and Payment Schedule** into Appendix B as additional compensation to the Price and Payable Schedule.

All other terms, covenants and conditions of the original Contract and Supplemental Agreement No. 2 shall remain in full force and effect.

IN WITNESS WHEREOF, the parties have executed this Supplemental Agreement No. 2 to County Contract No. RFP-02293 for Professional Services to Upgrade Oracle Customer Information System.

Contractor

Miami-Dade County

By: Emin Eker

By: _____

Name: Emin Eker

Name: Daniella Levine Cava

Title: Managing Partner.

Title: Mayor

Date: 8/19/2025

Date: _____

Attest: _____
Corporate Secretary/Notary

Attest: _____
Clerk of the Board

Corporate Seal/Notary
and legal sufficiency

Approved as to form



Assistant County Attorney

MDC008

Appendix. A-2. Scope of Services

Summary of Business Need

The County wishes to engage the Contractor to provide professionally managed services production support for County's Oracle Customer Cloud Service (CCS), Oracle Utilities Analytics Visualization (OUAV), Oracle Utilities Testing Accelerator (OUTA), Oracle Cloud Infrastructure (OCI), Oracle Integration Cloud (OIC), BI Publisher, CMA, and Oracle Opower. This support will cover all of the County's CCS and Oracle Field Services (OFS) environments. As directed by the County, these services can be delivered onsite or remotely.

Scope of Work/Services

The scope of services to be provided to the County by the Contractor will fall into the following categories:

1. **Quarterly Release Support**
2. **Flex Production Service Hours** (OPTIONAL) for activities above and beyond quarterly release management support. The include:
 - a. Change Orders,
 - b. Reporting,
 - c. Enhancements
 - d. Integrations
 - e. Training, etc.
3. **Standard Services** which are included in the Quarterly Release Support and Flex Production Service Hours.

1. Quarterly Release Support Services

The Contractor's CCS/OFS subject matter experts will assume a support role and partner with the County to perform the following functions:

- Assist with design and execution of an organized, repeatable process to deploy applications to the production application environment.
- Provide CCS/OFS Release Support for updates by assessing new features, performing impact analysis, regression testing of new patches, and the updates of automated scripts (OUTA). The County will assume responsibility for creation/updates of automated test scripts for any third-party automated test tool.
- Planning of installation, infrastructure changes, and deployment of updates to the environments supported within the Oracle Cloud tenancy.
- Perform post-cloning tasks identified by the County.
- Identify roles and number of resources per role assigned to release management.

Planning and managing Oracle A-B-C CCS software releases:

- ☐ CCS customer have multiple environments which can be upgraded at different times based on discussions with your Customer Success Manager (CSM).
- ☐ TMG will review the CCS release notes as soon as they are available.
- ☐ TMG will meet with KUB business and training SMEs to review the new features provided in the release notes and understand and document the impacts.
- ☐ TMG's Release Management team works with KUB to update the Regression Test Set.
- ☐ TMG will coordinate with KUB's CSM to deliver the release within a test environment.
- ☐ TMG will work with KUB to execute the Regression Test Set and/or Test Automation.
- ☐ Once testing is complete, TMG and KUB will work with the CSM to upgrade PRODUCTION. This can be scheduled on one of two weekends within a month.
- ☐ Enhancements, bug fixes, and system updates will be managed by the CMA (Content Migration Assistant) to help ensure that all the dependencies and change are included to minimize downstream issues.



An abbreviated test plans and strategies will be created and reviewed with the County to ensure completeness, and that the core in-scope applications, integrations and custom code will operate and integrate with CCS/OFS based on the approved, in-scope requirements using test scenarios related to Business Processes. In addition to the above, the Contractor will work with the County around planning the timing of the installation/deployment to dev/test environments, resource requirements, testing, and ultimately production deployment.

Activities include:

- Release impact analysis which will include incorporating new functionality mutually agreed upon with MDC's business stakeholders.
- Release strategy and roadmap.
- Release planning.
- Test planning.
- Fix development issues that arise from the quarterly releases (excludes development issues that are not related to the Oracle release)
- Development of a release management transition plan for the County
- Support the County as they assume leadership of a mutually agreed upon release

2. Flex Production Service Hours (Optional)

The Contractor will engage with the County to provide qualified resources, as needed, to address any tasks/change requests that may surface above and beyond Quarterly Release Support. This effort will only be utilized at the request of the County. Below is a potential list of tasks that fall into this category:

Configuration reviews, recommendations, and updates for CCS and OFS, all products mentioned.

- Resolve integration issues
- Investigate/resolve application exceptions and cloud infrastructure issues
- Investigate/resolve connectivity issues between cloud and on-premises integrations
- Assist with application security and best practices
- Support regularly scheduled superuser Q&A sessions
- Help with Oracle product issue resolution via the SR process
- Changes/Updates to custom code for OFS, CCS and OIC
- Add and/or update report
- Assist with Disaster Recovery situations

For any task that falls into this category, the Contractor will provide an estimate for a defined scope of work which will be documented in the form of a change request (unless otherwise authorized by MDC to proceed without). All time booked against the Professional Services Hours will be approved prior to commencement via the change request process. Monthly status reports will include a breakdown of how these hours have been used and any remaining balance.

3. Standard Services

In addition to services in the above categories, The Contractor will provide the following standard services as part of our Managed Services offering:

- **Project Management**

The Contractor will assign a dedicated Service PM or Engagement Manager to the County to provide the services listed below:

- Management of the support team including staffing and personnel management
- Identification of risks and issues
- Management reporting
- IT budgeting and financial review
- Issue review and performance evaluation
- Next month planning
- Reporting and evaluating level of effort trends and recommending future adjustment

To provide the County with the best service, the Contractor will deliver a comprehensive list of project management reports for the contracted services.

- Monthly reports that include but are not limited to the following data:
 - Overall spending in relation to budget (hours) for flex services,
 - Summary of tickets created, worked, and closed
 - Average duration of tickets, from open to closed
- The Contractor will provide the following project management deliverables to address Application Service Requests or when complex maintenance projects (such as quarterly releases) are involved:
 - Weekly reports on tasks in progress with current status, deliverables, assigned resources and expected timing for completion
 - List of issues/risks (if required)

During the initial stages, weekly conference calls will be scheduled to ensure approved processes are being implemented and working.

- **Incident Management**

A key part of the Contractor's managed services is reacting and solving business critical incidents when they occur and correcting minor incidents in an acceptable timeframe as well as estimating and planning potential application changes or enhancements as needed by the County. See **Appendix B2** for standard definitions of Application Events and related Service Level Agreements (SLAs).

- **Service Desk Function**

The County will be provided 24/7 access to Azure DevOps (ADO) application for logging and managing tickets assigned to the Contractor. Depending on the level of service agreement, this will be monitored during business hours or after-hours and support provided in accordance with established SLAs.

County's responsibilities:

1. The County's team will provide the following services as it relates to Project Management:
 - a. Provide overall prioritization and direction for work to be performed by the Contractor.
 - b. Provide for and manage appropriate access and cybersecurity monitoring for all Contractor support staff and services.

- c. Facilitate various weekly and monthly meetings to review status, SLA, prioritize work and review pass rate of all fixes and enhancements.
 - d. Weekly status meetings at the onset.
 - e. Monthly scope and progress meetings.
 - f. Quarterly planning meetings.
 - g. The County team should be led by the County representative and will include representation from all business units when needed.
 - h. Project planning for end-to-end solution.
 - i. Management of third parties as it relates to integrations.
2. The County team will provide the following services as it relates to Application Support:
- a. Prioritization of all issues, SR's, and enhancements
 - b. Support regression/integration and conduct end user testing
 - c. Participate in design and functional reviews
 - d. Attend CCS/OFS team meetings when necessary
3. The County personnel are available as required to provide input and review of deliverables to ensure that the tasks progress according to the timeline.
4. Access to the County's systems and software will be granted as necessary to perform the work.
5. The County feedback to questions and issues will be provided in a timely manner so that deadlines will not be affected.
6. The Contractor will review and follow the County's security policy and procedures, which will be provided to the Contractor at the start of the engagement.

Please see Exhibit 1. Issues Escalation Process and Exhibit 2. Service Level Agreement for additional details.

The Contractor Support Team

This section identifies the roles and responsibilities for the Contractor Support team. Where applicable, the name(s) of the person(s) serving in that role is noted. Where possible and depending on schedules, the Contractor will endeavor to engage the primary resource to perform tasks as part of this engagement, but if that resource is unavailable, the Contractor will replace with equally skilled/qualified individuals to be approved by the County.

Role	Resource Name	Allocation
Executive Sponsor	Pam Glanvill	Part-time
Account Management	Robert Thomas	Part-time
Engagement Manager	Alexandra Damaskina	Part-time
CCS and OFS Solutions Architects (Pool)	Katz Lim (primary) , Ankush Reddy Saman Saatsaz (primary) , Alex Broussard, and others	Part-time
Technical Architect (Pool)	Brooks Yates (primary) , Erik Best, Jon Jaffin	Part-time
Integration Architects (Pool)	Andries Brand (primary) , Roopesh Rekhawar	Part-time
Test Lead	May Mistiola	Part-time
Testers	Pool of resources	Part-time
Development/Triage Support Analyst/Designer/Developer	Pool of resources	Part-time

Acceptance of Deliverables

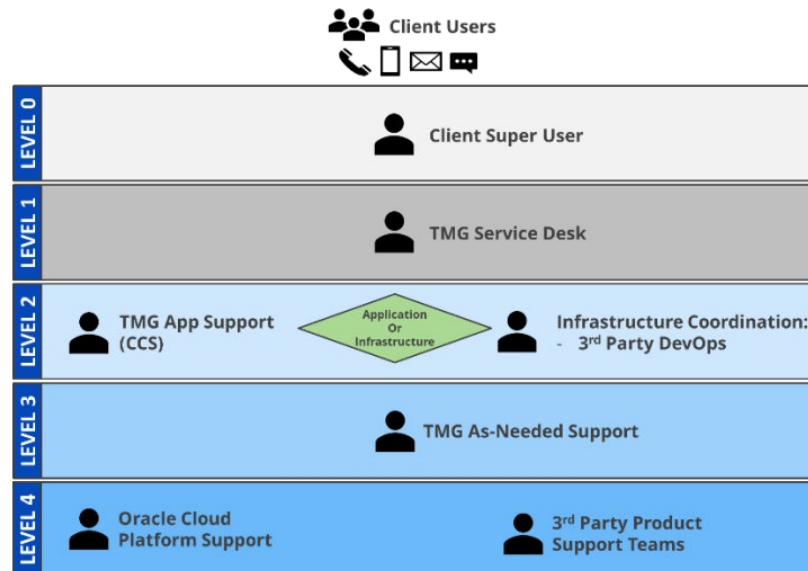
The County Project Manager will be the point of contact regarding the review and acceptance of the deliverables throughout the engagement, with input from the Project Sponsor. If the County Project Manager determines that additional people need to review and (or) approve a deliverable, it will be the responsibility of that individual to solicit the review/approval. The Contractor will be responsible for the submittal of deliverables as agreed upon for a given task. The acceptance procedure for all deliverables outlined for this engagement are:

The Contractor will work with other department personnel, if applicable, to create and review draft deliverables. When deemed complete, the Contractor will produce final deliverables for County's review and approval. If a deliverable is neither approved nor rejected within five (5) business days, the deliverable will be placed on-hold, and the Contractor will move forward with subsequent deliverables. If a deliverable is not approved, the County shall provide a description of why it was rejected so that the Contractor can remedy. If required, a meeting may be held to discuss the deliverable in detail.

Exhibit 1. Issues Escalation Process

The Contractor will utilize our standard Application Managed Services support process flow as a basis for defining the process for logging issues raised by the County and assign/escalate to the respective group for resolution. The severity of the issue will also dictate our response actions and overall timing for resolution. The County will assign the issue severity at the County's discretion.

TMG APPLICATION MANAGED SERVICES – SUPPORT WORKFLOW



The following chart shows the level of support involved in the Application Managed Services and their responsibilities:

Level of Support	Responsible Group	Description of Support Services
Level 0	The County Super User / Authorized Contact	Initial problem resolution support provided from super users to end users of the enterprise application. Where the County super users cannot resolve the problem, they will contact and report the problem to the Contractor's Service Desk.
Level 1	The Contractor's Service Desk (Application)	Problem resolution support for end users based on the County's defined scope. This may include call triage and prioritization, navigation "How to," or other support which can be done quickly without having to perform root cause analysis. This issue is not limited to Oracle CCS/OFS application questions or issues.
Level 2	TMG's AMS Application Support	Break-fix resolution and root cause analysis support to address Oracle enterprise application, customizations, interfaces, scripts, and web services problems assigned to the Contractor. Level 2 problems could include incidents/events, detailed how to questions, configuration changes or minor enhancements.
Level 3	TMG's AMS As-Needed Support Team	Major enhancements that require an estimate consisting of a full SDLC to implement, requiring scoping, planning, and management as standalone projects (e.g., major releases, introduction of a new module or sub-module). May also include the application of patches or support for enhancements, and escalation of break-fix issues from level 2.
Level 4	Oracle's Cloud Platform Support, Third-Party	Break-fix resolution and root cause analysis support to address Oracle CCS/OFS application problems which may require consulting with Oracle to resolve.
Level of Support	Responsible Group	Description of Support Services
	Product Support Teams	Coordination with third parties for their respective products.

Level 1 – Application Responsibilities

Service Desk roles and responsibilities are as follows:

- Log any reported incident or inquiry and its related information in TMG's Service Support tool and MDC's ticketing system.
- Transfer the incident or inquiry to the TMG Application Support Services team. The incident or the inquiry is transferred to the application monitoring and tracking tool via an automatic interface (auto email with all appropriate details included). MDC to set up automatic delivery / notification to the TMG Service Desk application.
- Responsible for the incident management process (from the creation to the resolution of the incident) for all incidents reported to them. Assumption: Initial triage and problem resolution will be performed by TMG's Service Desk. TMG Services will log and dispatch reported incidents to Application Support or Infrastructure teams as required.

Level 2 - Application Support Services Responsibilities

Application Support Services roles and responsibilities include, but are not limited to, the following:

- Log updates to any reported incident or inquiry and its related information in TMG's Service Support tool after assignment to the incident or inquiry and to the MDC's ticketing system.
- Provide answers to user inquiries and attempt resolution on application incidents where specific knowledge-base or personal expertise exists.
- Transfer the incident or inquiry to the Level 3 team whenever they cannot provide prompt resolution to the incident or quick answer to the inquiry, as defined in the Operational Framework
- The Service Desk is responsible for the incident management process (from creation to resolution of the incident) for all reported incidents. They will track, report, and escalate as defined in the Operational Framework.
- Incident ownership always remains with the TMG Application Support team.

Level 3 - Application and Infrastructure Support; Third Parties

Roles and responsibilities of Level 3 support in relation to incidents include:

- Provide SME support in incident diagnosis.
- Communicate with the MDC SME and develop resolution of the incident.
- Participate in escalations when required.
- Participate in the preparation of the incident report.

Provide the County with solution options including opportunities to eliminate customizations.

Typically, incidents that cannot be resolved immediately by the service desk are also assigned to a client's business line specialist group in preparation for a work-around or resolution to be provided as quickly as possible while the Level 2 or Level 3 support team continues the investigation and corrective measures.

Level 4 – Oracle Cloud Platform Support, Third-Party Product Support Teams

Roles and responsibilities of Level 4 support in relation to incidents include:

- Provide SME support related to Cloud Platform and Software
- Provide patch support
- Provide software bug fixes

Exhibit 1. Service Level Agreement (SLA)

The SLAs defined below will be refined as part of our standard business process at the start of the engagement. They are being provided for illustrative purposes only.

TMG term	Definition
Event	System generated alert to the Contractor support team from agents monitoring equipment and/or applications within the production environment.
Severity	Classification assigned to a Service Request. Used to determine response time and priority by the Contractor when a service request is issued.
Defect Severity Level 1 (HIGH)	An event or service request within the production environment(s) that prevents, or otherwise severely impacts, the County's ability to conduct business, requiring the quickest response time and resolution.
Defect Severity Level 2 & 3 (MEDIUM)	An event or service request within the production environment(s) that impairs the County's ability to conduct business, but has a workaround approved by the County and doesn't require immediate resolution
Defect Severity Level 4 (LOW)	A request for service that does not require immediate resolution. May be a long-term enhancement request or placeholder for later review.
Target	Defined standard for a specific SLA measurement.
Goal	Percentage of time the target is met in ideal circumstances.
Success	The percentage of time the target is met over the course of the agreement to be considered successful.
Service Request	A request for support issued by the County via the County's Helpdesk Support

The following table provide additional supporting information on the SLA's provided by the Contractor.

County Service Level Description	Contractor's Measurement and Target
Defect Severity Level 1: - Requires immediate attention– Critical production functionality is not available, or a large number of users cannot access the Application. - Causes a major business impact where service is lost or degraded and no workaround is available, therefore preventing operation of the business.	• 30 minutes from receipt of alert during business hours (8AM-6PM) • 30 minutes from receipt of alert during non-business hours • Updates at intervals of 30 minutes or less from the latest update until resolution
County Service Level Description	Contractor's Measurement and Target
Defect Severity Level 2: - Requires priority attention - Some important production functionality is not available, or a small number of users cannot access the system. - Causes significant business impact where service is lost or degraded and no workaround is available, however the business can continue to operate in a limited fashion.	• 2 hours from receipt of alert during business hours (8AM-6PM) • 4 hours from receipt of alert during non-business hours • Updates at each business day, by 5PM (EST), until resolution.
Defect Severity Level 3: - Requires attention – There is a problem or inconvenience. - Causes a business impact where there is minimal loss of service and a workaround is available such that the system can continue to operate fully, and users are able to continue business operations.	• 1 business day from receipt of alert during work week • Next business day during weekend/holidays • Updates at end of each work week (or once per week) until resolution
Defect Severity Level 4: There is a problem or issue with no loss of service and no business impact	• 3 business days from receipt of alert during work week • Next business day during weekend/holidays • Updates at end of each work week (or once per week) until resolution

Appendix B-2. Price and Payment Schedule

Duration	Description	Unit price Monthly Billing	Estimated Hours	Total
12 months	Quarterly Release Support	Billed Monthly 11 months at \$33,333.33 and 12th month at 33,333.34	4,000	\$400,000.00

2. FLEX SERVICES: Change Requests and Flex Production Support

2.1. Change Requests - Scope Identified, reviewed and approved

Issue / Description of Change	Proposed Solution/Contractor's responsibilities	Estimated Hours	Total amount, not to exceed
External Customers submit information via the "New Account Work Form". This information is stored in eBuilder and needs to be synced to Customer Cloud Service (CCS) to ensure accurate premise representation and billing. Currently County staff is manually entering the information into Customer Cloud Service (CCS) to keep the information between the two systems current resulting in a high manual workload. This request is to ensure that there is functionality in the to-be CCS (Customer Self-Service) to automate the current manual process, reducing manual overhead and the risk of incorrect data entry	Create Premise and Service Point (SP) with the assumption that the CSV input file provides all properties (Premise type, SP Type, etc.) needed to represent the object in CCS. An authorized User can submit the input file online via request if the CSV contains a low volume of information with low complexity of logic.	541	\$72,000.00
The County currently leverages the Base Start/Stop screen and manually verifies External Customer and Premise information to ensure service is eligible to be Started/Stopped. There is also currently no Self-Service integration that is capable of Starting service from a customer request. This request is to leverage the Start/Stop Process Flows functionality in the to-be CCS (Customer Self-Service) to automate the currently complete manual process, reducing manual overhead and the risk of starting service with incomplete data or for an invalid scenario. The Process Flow is capable of being leveraged by external applications, such as SSA, to allow customers to apply for Start service and have the same validations enforced as system Users. However, the Self-Service App (SSA) portion of this CR will not be implemented during this project, only the automation of the flows.	Update the existing Base Process Flow panels for Start/Stop/Transfer to automate the current manual Start/Stop behavior (including but not limited to generate warnings for customers or premises, identity checks, customer creation, deposit criteria, customer contact creation, etc.) Create or update the Self-Service portals/Integrations allowing authorized customers to apply for start service through SSA.	400	\$54,000.00
The County currently uses the Base CCS Payment Arrangement portal for managing Payment Arrangements.	Update the existing Base Process Flow panels for Payment Arrangement Request to automate the current manual Payment Arrangement creation	369	\$50,000.00

This request is to leverage the Payment Arrangement Request Process Flows functionality in the to-be CCS (Customer Self-Service) to manage the Payment Arrangement creation. The Process Flow is also capable of being leveraged by external applications, such as SSA, to allow customers to apply for Payment Arrangement and have the same validations enforced as system Users.	(including but not limited to customer eligibility checks, downpayment options, installment terms, monitor downpayment status, setup required approvals, etc.) Develop or update the Self-Service portals/Integrations allowing authorized customers to apply for Payment Arrangement through SSA.		
Currently the Low-Income Household Water Assistance Program (LIHWAP) process is a combination of scripts and input by developer. TMG has provided 3 solutions of varying automation and cost for WASD to review.	1. The Contractor shall automate the LIHWAP process. Currently, the County is doing manual workarounds before and after processing the LIHWAP payment file. Since this is a recurring procedure, The Contractor shall be responsible to automate the process. 2. The Contractor shall develop and implement a custom process to handle the payment file by creating the payment and transferring to overpayment SA as necessary. The process will send a report with all the payments created at the end. Business will create the PA back based from the initial list as necessary (same as current), A custom process will create extract of all accounts in the LIHWAP file with payment arrangement. Business will use this file to break PA (same as current) 3. The Contractor shall develop and implement a custom process will process the payment file by breaking PA if there is one AND creating the payment and transferring to overpayment SA as necessary. This will send a report with all the PAs broken and payments created. Business will create the PA back based from the report as necessary.	426	\$44,180.00
CCS uses the Enable and Disable Service SOM Activity Orchestrator to determine the Activity to be created based on the conditions of the SP, Device and Install Event status. For example, if the customer is Starting Service and the conditions are: SP is connected, Device is installed and the Install Event Status is Off, CCS will create a Turn On Meter activity to start the service and eventually update the Install Event Status to On. The end goal exit criteria of the Enable Service Orchestrator is to have the Install Event status turned On. By base default, if the Install Event Status is already On, the orchestrator will only create a Read Meter activity. When the County moves to CCS, the expectation was that the SP/Meter Event status was being updated by CC&B for every turn on and turn off. However, currently the County is not updating this object and thus, when moving to CCS, all Install Event status are not accurate. This CR will create a workaround to bypass the base SOM orchestrator so that it will create the Turn On or Turn Off all the time regardless of Install Event status.	The Contractor shall design and implement a Complex solution requiring development and testing. Can be considered on phase 2: □ The Contractor shall ensure the solution is delivered in a fully functional and validated state, minimizing the need for user training. The Contractor shall guarantee system readiness and stability upon deployment.	526	\$70,000.00
When doing Asset Replication, base CCS will only	This Customer Representative (CR) will transition the	205	\$25,000.00

create the Asset in In Receipt status. For the Asset to be usable, the object must be transitioned manually to In Store status. If the user does multiple replications on an Asset, the user will have to go through each of the replicated Assets and transitioned them manually.	Asset from In Receipt to In Store automatically defaulting all fields to transition to In Store as necessary.		
The County customized the Address Validation functionality of CCS by extending the CCS UI Map to call a County hosted UI. The County hosted UI is an address autocomplete form that mimics their current CC&B QAS JSP address form. It is an intelligent form that calls Experian to autocomplete address fields based on key words. This ensures that the address fields added in CCS are correct. In CCS however, there is no validation that can be added to ensure that users will use the Validate button to populate the address fields.	This CR will add a warning upon save to let users know to use the Validate button to populate the address fields. This will need to be applied to all pages with Address Validation (e.g. Premise, Person, Account/Person and Start/Stop)	205	\$25,000.00
The County has FA Types in CCS that currently works for internal purposes. These FAs do not go to the field but rather are routed to internal teams within the County. In CCS, all activities are routed to field systems (e.g. OFS or EAMS). The internal FAs have been converted to To Dos. The To Do works the same as their current internal FAs and requires the SP on initial creation. When To Dos are created, users will need to repopulate the SP information manually as base To Do page do not default this even with customer in context.	This CR will default the SP information using the internal customer in global context.	775	\$70,000.00
Subtotal		3,447	\$410,180.00
Fixed Price Amount billed when package delivered with test results			

3. CCS/OFS QUARTERLY RELEASE SUPPORT & FLEX PRODUCTION SERVICE HOURS	
Description of Services	Cost
3.1.CCS/OFS Quarterly Release Support (Fixed Price (CORE) Services) 1 Year <i>Note: Quarterly Release Support Fees will be invoiced monthly (annual fee divided by 12), the County has an option to renew the support services each year at \$400,000/year</i>	\$400,000.00
3.2. Flex Production Support (OPTIONAL), To be used on an as needed basis	\$410,180.00
Total:	\$810,180.00

The County may engage the Contractor to provide additional support hours on an as needed bases in accordance with the hourly rates described in the table below. The Contractor shall not proceed with any work related to additional support hours without the County's project manager prior written authorization. Any work performed by the Contractor in the absence of such written approval shall be undertaken at the Contractor's sole risk and expense, and the County shall have no obligations to compensate the Contractor for such unauthorized work.

Role	Hourly Rate Contract Year 3	Hourly Rate Contract year 4
Executive Sponsor	\$0.00	\$0.00
Account Manager	\$0.00	\$0.00
CCS - OFS Solutions Architect	\$206.00	\$212.18
Test Lead	\$169.95	\$175.05
Testers	\$56.65	\$58.35
Designer/Developer/Triage Support	\$56.65	\$58.35