



DPU Project & Managed Services MMD Support Quotation



Columbus DPU 2024-2025

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1. Document Control

1.1 History

Revision	Date	Author	Purpose
1.0	02/21/24	John Spector	Initial Version.
2.0	3/13/24	Mikey Middlestedt	Project services start date modified

1.2 Reviewers

Name	Title / Role	Feature	Review Date

1.3 Document Approvers

Name	Title / Role	Feature	Review Date

2. Quote for Services

2.1 Introduction

Columbus Department of Public Utilities (DPU) has requested a quote from Red Clay Consulting, Inc. (RCC), to perform services and deliver work associated with the deployed CCS solution to support DPU's mass meter deployment efforts as described herein.

2.2 Background

DPU's Mass meter deployment efforts continue after completion of the prior period of RCC's CCS operational support. The need exists for continued RCC professional and managed service support for the CCS solution set until such time that these support activities are fully transitioned to DPU resources.

RCC's Professional Services (Project Team) will continue its focus on operational support of the CCS solution by providing services such as issue triage, coordination, delivery of operational reporting, submission of Oracle product service requests including their escalation and/or resolution of CCS defects in DPU's CCS environments.

Red Clay's Managed Services (MS Team) will continue its focus on CCS production issue triage, submission of Oracle product service requests, including their escalation, providing manual regression analysis, along with execution of manual and OUTA automated testing of CCS product releases prior to deployment to DPU's Oracle hosted environments.

This combined set of services is intended to avoid quality of service impacts to DPU customers that may arise during this mass meter deployment period. This quote is intended to define the scope, duration and assumptions involved in providing these two sets of RCC services to DPU.

3. Approach

3.1 Project Services Team Approach

- Identify and mitigate technical and functional issues, errors, and defects related to the operation of MDM functionality in the CCS production environment for the duration of provided services.
- Ensure CCS product issues are escalated to Oracle for resolution and/or assist by providing a mutually acceptable work-around.
- Provide periodic awareness of delivered CCS operational status and project team's support service efforts. This awareness will be provided by the RCC Project Manager via a project status report or by conducting an operational support status meeting (typically twice per month) between RCC and DPU solution support personnel.
- Work closely with DPU solution support personnel to ensure awareness of CCS production environment conditions and that the status of production issues and remediation efforts are communicated.

- Provide guidance and/or recommendations to DPU solution support personnel and leadership related to Oracle CCS product releases and available functionality.
- Design, build, test and deploy operational reports utilizing CCS OUAV to enable DPU personnel to visualize scenarios and issues that require DPU attention and resolution.
- Provide knowledge transfer sessions on CCS operational support topics to DPU personnel (remote). Goal is to enable transition of support tasks to DPU personnel while providing backup support and subject matter expertise as needed.
- Support the Managed Services Team's regression analysis efforts should additional CCS product or DPU implementation knowledge be required.
- Support the Managed Services Team's regression testing efforts should additional resources be required to complete testing according to DPU's CCS release management schedule.

3.2 Managed Services Team Approach

- Identify and mitigate technical and functional issues, errors, and defects related to the operations of MDM functionality in the CCS production environment for the duration of provided services.
- Ensure CCS product issues are escalated to Oracle for resolution and/or assist by providing a mutually acceptable work-around.
- Provide periodic awareness of delivered CCS operational status and managed service efforts in concert with the Project Team. This awareness will be provided via a Managed Services status meeting (typically monthly) between the RCC's Customer Success Engineer and DPU solution leadership.
- Work closely with DPU solution support personnel to ensure awareness of CCS production environment conditions and that the status of production issues and remediation efforts are communicated.
- Periodically perform regression analysis, manual regression test execution and automated regression test execution via DPU's configured UTA for Oracle CCS product releases.
- Work with other Managed Services Team resources to ensure configured Oracle UTA test flows execute properly against newly deployed Oracle CCS releases in DPU environments (DEV & TST).

4.Scope

4.1 Project Services Team

The following defines the RCC Project Team scope:

- Provide operational status reports or meetings on execution of support efforts
- Manage RAID (Risk, Actions, Issues, Decisions) register with input from the combined project team
- Work with DPU to establish standard meeting cadences for the following:
 - Operational Support Status Meetings
 - RAID Status Meetings (optional/as needed)
 - Project Management/Leadership Touchpoints
- Manage CCS Change Control Process
- Manage CCS Configuration Management Process
- Manage OUAV report design, development, testing and deployment
- Triage CCS Production issues and provide recommendations for prioritization and resolution
- Resolve CCS Production defects not requiring an Oracle SR
- Submit, manage, and support escalation of Oracle SRs for CCS

4.2 Managed Services Team

The following two services define the RCC Managed Services Team scope:

Application Support Services

- Troubleshoot meter event notifications, To-Do's, other operational cleanups, and billing exceptions (usage transaction exceptions), and updates to scripts
- Informal, on-going CCS (M-side) knowledge transfer with DPU application specialists
- Break-fix support focused on triage and root cause analysis, and where applicable, provide recommended resolution steps (engage DPU resources in troubleshooting activities)
- Triage system events that impact CCS (M-side) SLAs (client or external vendors)
- Provide supporting information required for CCS (M-side) Oracle SRs in relation to defects within the MDM solution.

OUTA Support Services

- Provide regression testing using OUTA to support CCS (M-side)
- Provide rollup/patch analysis for CCS (M-side)
- Review the Release Notes from Oracle's Cloud Application Readiness site
- Provide an Impact Analysis on new features and functionality
- Test Plan Updates, if necessary
- End To End Regression Testing
- Version Upgrade Regression testing
- Enhancement Regression Testing
- Maintenance Pack Regression Testing



- Additional updates to OUTA Test Flows as needed to support automated regression testing of CCS releases
- Regression Testing Support
- Issue Resolution

4.3 Roles / Responsibilities

The following are the roles and responsibilities of the proposed Project team members:

Table 1: Project Services Team Roles/Responsibilities

Role	Key Responsibilities
Program Manager	<ul style="list-style-type: none"> • Senior leadership team member with significant industry insight and coordination experience, and strong partnership relationships with Oracle. This positions them well to advocate for DPU with Oracle and other vendors and provides an escalation path if need arises.
Project Manager	<ul style="list-style-type: none"> • Manage Support Governance • Develop, track, and maintain support prioritization including RAID (if required) • Lead, manage and monitor Project Team progress • Work with DPU to manage the change control process • Manage RCC on-site and off-site efforts
Functional Solution Architect	<ul style="list-style-type: none"> • Ensure CCS solution configuration meets DPU business requirements • Provide overall solution oversight • Support prioritization of work activities for system configuration and defect resolution • Provide functional/business operations support as needed to the Project and Managed Services teams • Oversee technical knowledge transfer activities to DPU's team members
Techno-Functional Lead	<ul style="list-style-type: none"> • Configure CCS solution to meet business requirements • Support (issue triage, coordination, prioritization, Oracle SR management, defect resolution, work-around development (if required)) • Provide functional/technical operations support as needed • Provide knowledge transfer activities to DPU's CCS support team and end-users (if required)

The following are the roles and responsibilities of the proposed Managed Services team members:

Table 2: Managed Services Team Roles/Responsibilities

Role	Key Responsibilities
Customer Success Engineer	<ul style="list-style-type: none"> • Manage Support Governance • Develop, track, and maintain support prioritization including • Lead, manage and monitor Managed Services Team progress



	<ul style="list-style-type: none">• Work with DPU to manage the change control process
Application Developer	<ul style="list-style-type: none">• Configure CCS solution to meet business requirements• Support (issue triage, coordination, prioritization, Oracle SR management, defect resolution, work-around development (if required))• Execute and modify existing OUTA flows and test cases as needed to support regression testing of existing configured functionality in CCS releases• Provide knowledge transfer activities to DPU's CCS support team and end-users (if required)

The following are the roles and responsibilities of the current DPU team members:

Table 3: DPU Roles/Responsibilities

Role	Proposed Resource(s)	Key Responsibilities
Program Management	<ul style="list-style-type: none">• Sonia Krammes• Kevin Knisley	<ul style="list-style-type: none">• Provide program oversight• Manage Project Governance with RCC• Manage DPU resources• Manage DPU communications• Provide Input on support planning and "RAID" management and resolutions
CCS Application Analysts/Specialists	<ul style="list-style-type: none">• Amy Hughes• Tamara Carter	<ul style="list-style-type: none">• Support CCS operations and users• Support OUAV reporting• Support CCS configuration migration and access provisioning• Manage and monitor Oracle SRs



5. Assumptions

The preceding scope description, schedule, and cost estimates includes the following assumptions. Should any assumption change, it may have a material impact on the scope, schedule, or cost.

- Mutual agreement between RCC and DPU is required for each identified operational scenario or issue prior to initiation of OUAV report/dashboard development.
- Mutual agreement between RCC and DPU is required prior to content development and delivery of knowledge transfer sessions.
- Implementation of additional CCS extensions/enhancements, functionality, and system integration testing not directly related to a CCS product upgrade will require discussion and may result in a change request to this statement of work.
- Knowledge transfer sessions will be delivered remotely.
- Any change in the specified scope of services must be mutually agreed upon by the parties in writing. RCC's standard Change Order Procedures may be used to document these changes. Services in accordance with this quote will continue to be performed until the parties agree in writing on the change in scope of services, scheduling, and related fees.

6. Schedule

The timeline and duration for services provided by this quote are as follows:

Table 4: Service Timelines and Duration

Service Type	Start Date	End Date
Project Services Team	From date of execution	June 30, 2025
Managed Services Team	July 1, 2024	June 30, 2025



7. Pricing

The price of Project Team efforts covered by this quote are calculated on a **time and materials** basis.

The Red Clay Project Team resources allocated for services in this quote are as follows.

Table 5: Project Services Team Resources

Role	Estimated Level of Effort (in hours)	Estimated FTE
Technical/Functional Leads	4,160	100%
Project Manager	208	10%
Total	4,368	

The estimated level of effort and pricing for project team delivery by task are provided below.

Table 6: Estimated Level of Effort

Task	Estimated Level of Effort (in hours)	Estimated Cost
Provide Operational Support and OUAV Reports	3,496	\$658,247
Provide Operational Migration and Release Management	656	\$123,515
Conduct Operational Knowledge Transfer Sessions	216	\$40,670
Total	4,368	\$822,432

The price of the Managed Services Team efforts covered by this quote are calculated on a **fixed cost** basis.

Table 7: Managed Services Task Costs

Task	Fixed Monthly Cost
Provide Operational Support	\$8,000
Provide Regression Analysis, Manual and Automated Regression Test Execution	
Total for 12 months	\$96,000



Table 8: Quotation Summary

Task	Service Costs (12-month duration)
Project Services Team	\$822,432
Managed Services	\$96,000
Total	\$918,432

The following service rates are provided for general awareness when additional project team effort is needed that is not included in the scope of services reflected in this quote. All rates in the rate card below are guaranteed for 12 months from project Effective Date. Any additional work will be subject to an annual Cost-of-Living Adjustment (COLA) between 4% and 7% based on the Consumer Price Index (CPI) for IT services in the United States.

Table 9: Project Services Team Rate Card

Role	Description	Hourly Rate
Program Manager	Senior manager assigned to project	\$267
Project Manager	Manage delivery efforts	\$214
Functional Solution Architect	Lead Functional activities	\$214
Technical Solution Architect	Lead Technical activities	\$214
Technical / Functional Lead	Technical and Functional activities	\$187
DBA	Administer Database	\$193
Infrastructure Engineer	Manage infrastructure activities	\$187
Application Developer	Development and defect resolution	\$91