CDPU Project & Managed Services Support Quotation

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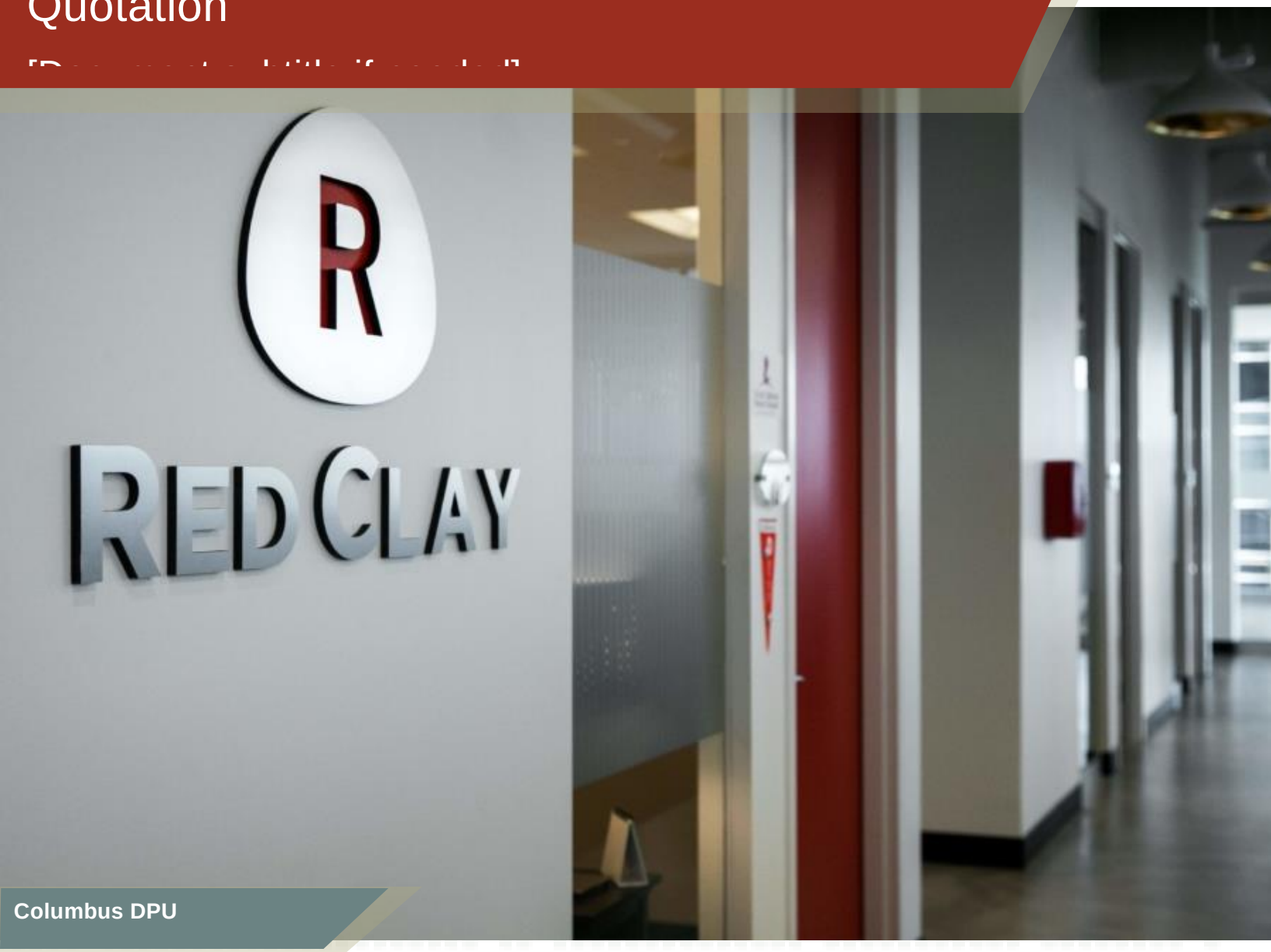

Columbus DPU

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DATE

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VERSION

1.0

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1. Document Control

1.1 History

Revision	Date	Author	Purpose
1.0	04/11/23	John Spector	Initial Version.

1.2 Reviewers

Name	Title / Role	Feature	Review Date

1.3 Document Approvers

Name	Title / Role	Feature	Review Date

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2. Quote for Services

2.1 Introduction

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

2.2 Background

CDPU's Mass meter deployment efforts continue after completion of the original period of RCC's CCS operational support. Due to resource constraints, the need exists for continued RCC professional and managed service support for the CCS solution set.

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 CDPU'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 CDPU's Oracle hosted environments. In addition, the Managed Services Team will augment CDPU's existing Oracle OUTA test flows and cases for automated CCS regression testing with additional flows and test cases that exercise the EMP Release 2 functionality deployed in the CCS production environment prior to this quote's approval.

This combined set of services is intended to avoid quality of service impacts to CDPU 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 CDPU prior to execution of a contract (MSA) and statement of work (SOW) between CDPU and RCC.

3. Approach

3.1 Project 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 weekly) between RCC and CDPU solution support personnel.

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- Work closely with CDPU 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 CDPU 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 CDPU personnel to visualize scenarios and issues that require CDPU attention and resolution.
- Provide knowledge transfer sessions on CCS operational support topics to CDPU personnel(remote or on-site).
- Support the Managed Services Team's regression analysis efforts should additional CCS product or CDPU implementation knowledge be required.
- Support the Managed Services Team's regression testing efforts should additional resources be required to complete testing according to CDPU'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 CDPU solution leadership.
- Work closely with CDPU 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 CDPU'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 CDPU environments (DEV & TST).
- Build, test and deploy additional flows/test cases in Oracle's UTA tool for CDPU Release 2 functionality.

4. Scope

4.1 Project Team

The following defines the RCC Project Team scope:

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- 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 CDPU 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 CDPU application specialists
- Break-fix support focused on triage and root cause analysis, and where applicable, provide recommended resolution steps (engage CDPU 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 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
- Refresh OUTA Release 1 Flows
- Build, Test and Deploy OUTA Release 2 Flows
- Test Plan Updates, if necessary
- End To End Regression Testing
- Version Upgrade Regression testing
- Enhancement Regression Testing
- Maintenance Packs Regression Testing
- Additional Updates to OUTA Test Flows
- Regression Testing Support
- Issue Resolution

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4.3 Roles / Responsibilities

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

Table 1: Project Team Roles/Responsibilities

Role	Key Responsibilities
Account Manager	• Executive or senior leadership team member with significant industry insight and experience, and strong partnership relationships with Oracle. This positions them well to advocate for CDPU with Oracle and other vendors and provides an escalation path if need arises.
Project Manager	• Manage Support Governance • Develop, track, and maintain support prioritization including RAID (if required) • Lead, manage and monitor Project Team progress • Work with CDPU to manage the change control process • Manage RCC on-site and off-site efforts
Functional Solution Architect	• Ensure CCS solution configuration meets CDPU 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 CDPU's team members
Functional Lead	• Configure CCS solution to meet business requirements • Support (issue triage, coordination, prioritization, Oracle SR management, defect resolution, work-around development (if required) • Provide functional/business operations support as needed • Provide knowledge transfer activities to CDPU's CCS support team and end-users (if required)
Technical Lead	• Configure CCS solution to meet business/technical requirements • Support (issue triage, coordination, prioritization, Oracle SR management, defect resolution, work-around development (if required) • Provide technical/business operations support as needed • Provide knowledge transfer activities to CDPU'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

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Customer Success Engineer	• Manage Support Governance • Develop, track, and maintain support prioritization including • Lead, manage and monitor Managed Services Team progress • Work with CDPU to manage the change control process
Application Developer	• Configure CCS solution to meet business requirements • Support (issue triage, coordination, prioritization, Oracle SR management, defect resolution, work-around development (if required) • Build, test and deploy OUTA flows and test cases • Provide knowledge transfer activities to CDPU's CCS support team and end-users (if required)

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

Table 3: CDPU Roles/Responsibilities

Role	Proposed Resource(s)	Key Responsibilities
Program Management	• Sonia Krammes • Kevin Knisley	• Provide program oversight • Manage Project Governance with RCC • Manage CDPU resources • Manage CDPU communications • Provide Input on support planning and "RAID" management and resolutions
CCS Application Analysts/Specialists	• Amy Hughes • Tamara Carter	• 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 CDPU is required for each identified operational scenario or issue prior to initiation of OUAV report/dashboard development.
- Mutual agreement between RCC and CDPU is required prior to content development and delivery of these 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 can be delivered on-site or remote. This quotation reflects an estimated total of twelve (12) person trips should on-site delivery of knowledge transfer sessions be requested by CDPU.

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- 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	Total Duration
Project Team	July 1, 2023	June 30, 2024	12 months
Managed Services Team	July 1, 2023	June 30, 2024	12 months

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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 Team Resources

Role	Estimated Level of Effort (in hours)	Estimated FTE
Functional Lead	2,020	100%
Technical Lead	1,560	75%
Solution Architect	96	5%
Project Manager	396	20%
Account Manager	99	5%
Total	**4,171**	

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	3,331	$623,000
Provide Operational Migration and Release Management	680	$96,650
Conduct Operational Knowledge Transfer Sessions	160	$30,000
Total	**4,171**	**$749,650**

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	$12,610
Provide Regression Analysis, Manual and Automated Regression Test Execution	
Build, Test, and Deploy Release 2 OUTA flows	
Total	**$151,320**

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Table 8: Quotation Summary

Task	Service Costs (12 month duration)
Project Team Services	$748.650
Managed Services	$151,320
Total	**$900,970**

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. Hourly rates by role will be subject to an annual cost of living adjustment (COLA) and other relevant factors that will be quantified in contractual terms when established between CDPU and RCC.

Table 9: Project Team Rate Card

Role	Description	Hourly Rate
Account Manager	Senior manager assigned to project	$250
Project Manager	Manage delivery efforts	$200
Functional Solution Architect	Lead Functional activities	$200
Technical Solution Architect	Lead Technical activities	$200
Technical Lead	Technical activities for business areas	$175
Functional Lead	Functional activities for business areas	$175
DBA	Administer Database	$180
Infrastructure Engineer	Manage infrastructure activities	$175
Application Developer	Development and defect resolution	$85

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