Legislation Details (With Text)

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On agenda:	10/27/2025	**Final action:**	10/29/2025
Title:	To authorize the Director of the Department of Public Utilities to modify the contract with RCC Global, LLC for the Customer Information System (CIS) and Integrated Systems Upgrade Project to add additional funding; and to authorize the expenditure of $3,141,040.60 split between the Electricity, Water, Sanitary Sewer, and Stormwater Operating Funds. ($3,141,040.60)		
Sponsors:			
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Attachments:	1. Ord. 2567-2025 - SOS Business Details, 2. Ord. 2567-2025 - Financials, 3. Ord. 2567-2025 - Scope, 4. Ord. 2567-2025 - Additional Information		

Date	Ver.	Action By	Action	Result
10/29/2025	1	CITY CLERK	Attest	
10/28/2025	1	ACTING MAYOR	Signed	
10/27/2025	1	COUNCIL PRESIDENT	Signed	
10/27/2025	1	Columbus City Council	Approved	Pass
10/20/2025	1	Columbus City Council	Read for the First Time	

Background: This ordinance authorizes the Director of Public Utilities to modify an existing contract with RC Global, LLC. for the Customer Information System (CIS) and Integrated Systems Upgrade Project to add additional funding. The modification amount of $3,141,040.60 being authorized by this ordinance. The project is expected to be completed by 2027.

The Department of Public Utilities aka Columbus Power & Water (CWP) current CIS, Hansen's Banner, was implemented in 1999. The CIS is used to calculate and generate bills. It includes the database that is the primary repository for all utility rates, fees, charges, service orders and customer information. As business requirements evolved over the years, CWP has added several custom programs, as well as, workaround solutions to the existing platform which has significantly added to system complexity and operating risk.

CWP implemented Oracle's Customer Cloud Service (CCS) for meter data management in 2022 as part of the Enhanced Metering Project (EMP). AMI Meter installation is expected to continue through 2027. Numerous custom integrations were created to sync meter data between Oracle's CCS and Hansen Banner. It is challenging to manage the lifecycle of meters with two separate systems. Since CWP is already using Oracle CCS for meter data management and analyzed the functionality of the CIS side of Oracle CCS, CWP would like to implement the entire Oracle CCS solution, including Oracle Reporting and Analytics tools. Merging these systems into one platform should reduce system complexity, increase data and billing accuracy and make it easier to support the system into the future. In addition, similar benefits are expected with the implementation of Oracle Field Services (OFS), which is also developed by Oracle and built to integrate with Oracle CCS. OFS will replace CWP's current Mobile Dispatching System, CGI's PragmaCAD.

A Customer Self-Service Portal, Electronic and Traditional Bill Presentment and Job scheduling software are components

of the CIS Ecosystem that are critical to the success of this project. This modification is based on project estimates, an additional modification may be needed in the near future once actual costs are provided.

Procurement:

The Department of Public Utilities aka Columbus Power & Water solicited competitive bids through the Vendor Services and Bonfire websites from October 13, 2023 to November 10, 2023 for this project in accordance with the relevant provisions of Chapter 329 of City Code (RFQ026106). Four (4) bids, all by majority vendors, were received. The bids were deemed responsive and were evaluated on November 16, 2023. The Committee felt RCC Global, LLC submitted the strongest proposal overall for the following reasons:

1. RCC Global, LLC presented the most thorough and logical project approach.
2. RCC Global, LLC demonstrated a highly skilled project team, which includes numerous Oracle Certified resources.
3. Project team provided thorough overall understanding of CWP needs and included a good plan for change management.

Included in the RFQ was the request to perform an evaluation, selection and implementation of three components of the CIS ecosystem: Electronic and Traditional Bill Presentment, Customer Self-Service Portal and Job Scheduling Software. These were included in the RFQ because they are critical integration points with Oracle CCS and OFS. The selection process for these systems will be based on the vendor's experience integrating with Oracle's Utility Software solutions with Utilities that are similar to CWP. In addition, RCC Global, LLC will work with CWP to document and compile a Functional and Technical Capabilities Matrix to score the vendors.

All of these systems must work together seamlessly and go-live simultaneously to avoid costly rework. Contracting with RCC Global, LLC to implement the entire solution set helps to ensure we have a complete system at go-live and achieve the following goals:

1. Evaluate and re-engineer our existing business processes related to the CIS ecosystem by adhering to best practices and out of the box Oracle CCS and OFS functionality in order to reduce business process and system complexity.
2. Improve Customer Experience by providing a "One Stop Shop" customer portal for customers to obtain information, pay their bills, utilize self-service options etc. By providing more services online, CWP will also be reducing call center call volumes, reduce work redundancy and focus resources in more critical areas to increase operational efficiency.
3. Streamline existing integrations to reduce complexity in our CIS ecosystem.
4. Implement Software as a Service (SaaS) solutions to help keep our CIS ecosystem current with more frequent technology and functional updates.

The implementation project will include 3 phases:

1. Vendor Selection, engagement and discovery
2. Implementation of Oracle's Utilities Customer Cloud Service (CCS), Oracle Field Service (OFS) and other software in the Oracle solution set. This phase also includes system integration support.
3. Implementation of supporting systems to be determined by phase one, which includes traditional bill

printing and electronic bill presentment, customer self-service portal and a cloud-enabled batch scheduler.

This ordinance is being submitted in accordance with the relevant provisions of Chapter 329 of the Columbus City Codes relating to contract modifications and renewals.

1. Amount of additional funds: Total amount of additional funds needed for this modification No. 2 is $3,141,040.60. Total contract amount including this modification is $19,807,957.00.

2. Reason additional funds were not foreseen: The need for additional funds was known at the time of the initial contract.

3. Reason other procurement processes were not used: This modification is part of the terms of the phases associated with the contract as originally bid.

4. How was cost determined: The cost is in accordance with updated estimates for the 2025 phase portion of the project.

Principal Parties:

RCC Global, LLC.

271 17th Street NW, Suite 610

Atlanta, GA 30363

John Spector, (614) 445-3770

Contract Compliance Number: 048789

Contract Compliance Expiration Date: April 11, 2026

Fiscal Impact: $3,141,040.60 is available from within the Public Utilities Operating Funds to meet the financial obligations of this contract.

$8,140,823.47 has been spent so far in 2025

$1,102,249.23 was spent in 2024

$0.00 was spent in 2023

To authorize the Director of the Department of Public Utilities to modify the contract with RCC Global, LLC for the Customer Information System (CIS) and Integrated Systems Upgrade Project to add additional funding; and to authorize the expenditure of $3,141,040.60 split between the Electricity, Water, Sanitary Sewer, and Stormwater Operating Funds. ($3,141,040.60)

WHEREAS, it is necessary to authorize the Director of the Department of Public Utilities to modify an existing contract with RCC Global, LLC. for the Customer Information System (CIS) and Integrated Systems Upgrade Project; and

WHEREAS, this ordinance is being submitted in accordance with the relevant provisions of Chapter 329 of the Columbus City Codes; and

WHEREAS, it is necessary to authorize the expenditure of $3,141,040.60 from the Public Utilities Operating Fund, split among the Electricity, Water, Sanitary Sewer, and Stormwater Operating Funds; and

WHEREAS, it has become necessary in the usual daily operation of the Department of Public Utilities, to authorize the Director of Public Utilities to modify an existing contract for the Customer Information System (CIS) and Integrated

Systems Upgrade Project with RCC Global, LLC. to add additional funding; **NOW, THEREFORE,**

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF COLUMBUS:

SECTION 1. That the Director of the Department of Public Utilities be and is hereby authorized to modify an existing contract with RCC Global, LLC for the Customer Information System (CIS) and Integrated Systems Upgrade Project to add additional funding up to $3,141,040.60.

SECTION 2. That this modification is in accordance with the relevant provisions of Chapter 329 of the Columbus City Codes.

SECTION 3. That the funds necessary to carry out the purpose of this ordinance are hereby deemed appropriated and the City Auditor shall establish such accounting codes as necessary.

SECTION 4. That the City Auditor is authorized to make any accounting changes to revise the funding source for all contracts or contract modifications associated with this ordinance.

SECTION 5. That for the purpose stated in Section 1, the expenditure of $3,141,040.60 or so much thereof as may be necessary to pay the cost thereof, be and is hereby authorized from Public Utilities in object class 03 Services, split among the Electricity, Water, Sanitary Sewer, and Stormwater Operating Funds, per the accounting codes in the attachments to this ordinance.

SECTION 6. That this Ordinance shall take effect and be in force from and after the earliest period allowed by law.

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