

SUBJECT

BOARD RESOLUTION NO. 26-241

Pertaining to master service agreement with Oracle America Inc. to provide managed services to the Board's Work and Asset Cloud Service (WACS) and Oracle Field Service (OFS) applications.

2026 STRATEGIC PLAN GOALS: Infrastructure Strategy & Performance

Staff is seeking approval to enter into a professional services agreement with Oracle America Inc. to provide managed services to the Board's Work and Asset Cloud Service (WACS) and Oracle Field Service (OFS) applications.

Staff have identified a need for ongoing improvement of the Board's Work and Asset Cloud Services (WACS) and Oracle Field Service (OFS) applications. The agreement is to provide a continuity of professional services previously provided to the Board under contract 3983 with Mythics. Under that agreement, Oracle America Inc. served as a subcontractor to Mythics and performed services related to the Board's Work and Asset Cloud Service (WACS) and Oracle Field Service (OFS) applications. With the expiration of Contract 3938, staff determined that ongoing support, maintenance, and professional services for WACS and OFS remain necessary to sustain system performance, reliability, and ongoing operational improvements. Oracle America Inc., as the original software provider and subcontractor responsible for these services, is uniquely qualified to continue this work. This master service agreement transitions the provision of these services from a subcontractor arrangement under Mythics to a direct contractual relationship with Oracle America Inc., thereby ensuring continuity of service, reducing administrative complexity, and preserving institutional knowledge of the Board's enterprise asset management systems. To facilitate a more efficient process for future services, staff recommends a master service agreement that is structured to meet the following purpose.

The purpose of this master agreement is to secure services from the Contractor requested by the Board as detailed in "ordering documents" which become addendums to the agreement. The Board and Contractor have agreed to dedicate, budget, and allocate an amount for future professional services to be agreed upon between the parties based upon submitted Statements of Work (SOWs) entered between them that shall be detailed as "ordering documents" during the term of this Agreement. The agreed upon amount of funds to be dedicated shall not exceed \$398,000 (hereinafter, "Pool" of available funds). No amounts will be due and payable from the Pool of funds unless and until services have been agreed upon in an ordering document, delivered, and then invoiced pursuant to its terms. Any and all such ordering documents shall, except as otherwise expressly set forth will be pursuant to the terms and conditions of this Agreement. The amounts will be due and payable for each ordering document.

See attached Agreement.

RECOMMENDATION

Approval