



RESOLUTION NO. _____

BOARD LETTER APPROVAL

A handwritten signature in black ink, appearing to read 'Reiko A. Kerr', is written over a horizontal line.

REIKO A. KERR

Senior Assistant General Manager – Power System
Engineering, Planning, and Technical Services

A handwritten signature in black ink, appearing to read 'Martin L. Adams', is written over a horizontal line.

MARTIN L. ADAMS

General Manager and Chief Engineer

DATE: January 8, 2021

SUBJECT: Amendment No. 1 to Agreement No. 47476-8 for Software
Maintenance and Support for Outage Management and Mobile
Dispatch Systems with CGI Technologies and Solutions Inc.

SUMMARY

The proposed Amendment No. 1 (Amendment) to Agreement No. 47476-8 (Agreement) with CGI Technologies and Solutions Inc. (CGI) is to increase time, money, and scope for the continued technical support services for proprietary LADWP Outage Management System (OMS) and Mobile Dispatch System (MDS), including all software release updates, major upgrades, and maintenance. The term of the Agreement will be extended by five years; extending the Agreement through March 28, 2026. The cumulative total value will be increased by \$6,255,000 from \$4,000,945 to a not-to-exceed amount of \$10,255,945 (budgeted).

The OMS/MDS handles work-related issues on the Electric Transmission and Distribution System. OMS/MDS is equivalent to the '911' emergency system for reporting power outages and diagnosing the source and location of problems. These systems are essential for LADWP's Electric Trouble operations in providing and restoring reliable power to customers.

The Amendment includes software maintenance and support for proprietary code, system enhancements, and a major upgrade in order to keep OMS and MDS up-to-date with software updates and new security releases.

City Council approval is required in accordance with Charter Section 373.

RECOMMENDATION

It is recommended that the Board of Water and Power Commissioners (Board) adopt the attached Resolution recommending City Council's approval of the Amendment to the Agreement.

ALTERNATIVES CONSIDERED

LADWP does not have the technical expertise to maintain OMS and MDS. There are no alternatives as CGI is the sole provider of its proprietary OMS/MDS software. CGI owns the source code and provides technical support services to perform necessary changes to the software for enhancements and fixes.

FINANCIAL INFORMATION

The proposed Amendment would extend the Agreement term by five years, to a total of eight years and increase the not-to-exceed amount by \$6,255,000, from \$4,000,945 to \$10,255,945 (budgeted). The funds for this Amendment are budgeted and will increase the Agreement limit as follows:

	Original Maximum Expenditure	Requested Amendment	Amended Maximum Expenditure
Original Term (3 Years)	\$4,000,945	-	\$4,000,945
Amendment No.1 (Adds 5 Years)	-	\$6,255,000	\$6,255,000
Total Not-to-Exceed Amount	\$4,000,945	\$6,255,000	\$10,255,945

BACKGROUND

The OMS is the primary system for capturing, managing, and recording all the power outage events reported to LADWP through Customer Contact Center representatives or through the automated Interactive Voice Response (IVR). OMS delivers real-time tracking, analyzing, and grouping of all reported incidents and provides the number of affected customers. The OMS integrates with the MDS allowing the Electric Trouble Dispatchers to seamlessly dispatch routine and emergency outage incidents to the Electric Trouble Field Crews. MDS allows Field Crews to capture all related events that occur in the field and report the status on the outage incident as progress is made. Together, OMS and MDS serve as the primary communication tools between the Electric Trouble Dispatchers and Field Crews for dispatching and restoring outage incidents efficiently and reliably.

On March 13, 2018, the Board approved Resolution No. 018 168. LADWP executed the Agreement with CGI and successfully implemented a major software upgrade that delivered enhanced system functionality allowing for more up-to-date outage information to be provided to customers during major storms.

The Amendment addresses two major components in providing a reliable and robust LADWP OMS and MDS. The first component includes software maintenance and support for proprietary code. The second component will provide system enhancements, such as integration to new devices like Distribution Automation, smart meters, and fault current indicators. Another major upgrade is also included in order to keep OMS and MDS up-to-date with software updates and new security releases.

CGI has performed satisfactorily under current and previous agreements.

In accordance with the Mayor's Executive Directive No. 4, the City Administrative Officer's (CAO) Report dated January 7, 2021, is attached.

ENVIRONMENTAL DETERMINATION

Determine item is exempt pursuant to California Environmental Quality Act (CEQA) Guidelines Section 15060 (c)(3). In accordance with this section, an activity is not subject to CEQA if it does not meet the definition of a project. Section 15378 (b)(2) states that continuing administrative or maintenance activities do not meet that definition. Therefore, the amendment of a contract for software maintenance and support is not subject to CEQA.

CITY ATTORNEY

The Office of the City Attorney reviewed and approved the Amendment and Resolution as to form and legality.

ATTACHMENTS

- Procurement Summary
- Resolution
- Amendment
- CAO Report