

0150-11776-0000

**TRANSMITTAL**

TO  
Martin L. Adams, General Manager

DATE

COUNCIL FILE NO.

FROM  
The Mayor

COUNCIL DISTRICT  
All

**AMENDMENT NO. 1 (AGREEMENT NO. 47476-8) BETWEEN THE LOS ANGELES  
DEPARTMENT OF WATER AND POWER AND CGI TECHNOLOGIES  
AND SOLUTIONS, INC. FOR SOFTWARE MAINTENANCE AND SUPPORT SERVICES FOR  
THE OUTAGE MANAGEMENT AND MOBILE DISPATCH SYSTEMS**

Approved and transmitted for further processing including Council consideration.  
See the City Administrative Officer report attached.

MAYOR

RHL:IR:10210063

REPORT FROM

## OFFICE OF THE CITY ADMINISTRATIVE OFFICER

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Date: January 7, 2021

CAO File No. 0150-11776-0000

Council File No.

Council District:

To: The Mayor

From: Richard H. Llewellyn, Jr., City Administrative Officer



Reference: Communication from the Department of Water and Power dated September 8, 2020; referred by the Mayor for report on September October 14, 2020

Subject: **AMENDMENT NO. 1 (AGREEMENT NO. 47476-8) BETWEEN THE LOS ANGELES DEPARTMENT OF WATER AND POWER AND CGI TECHNOLOGIES AND SOLUTIONS, INC. FOR SOFTWARE MAINTENANCE AND SUPPORT SERVICES FOR THE OUTAGE MANAGEMENT AND MOBILE DISPATCH SYSTEMS**

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### RECOMMENDATION

That the Mayor:

1. Approve the proposed Resolution authorizing Amendment No. 1 to Agreement 47476-8 with CGI Technologies and Solutions, Inc. for ongoing proprietary software maintenance, support services, and upgrades to extend the contract term for five years, and increase the contract by \$6,255,000 resulting in a total amount not to exceed \$10,255,945; and,
2. Authorize the Chief Accounting Employee of the LADWP, upon proper certification, to direct and draw demands on the Power Revenue Fund, in accordance with the terms of the Agreement;
3. Return the proposed Resolution to the Department for further processing, including City Council consideration.

### SUMMARY

The Los Angeles Department of Water and Power (LADWP) requests authority to execute Amendment No.1 with CGI Technologies and Solutions, Inc. to provide proprietary software maintenance, support services, and major upgrades to the Outage Management System (OMS) and Mobil Dispatch System (MDS) for a term of five years. The current contract expires on March 28, 2021, and this amendment will provide continuation services and major upgrades to keep the OMS and MDS up-to-date with software updates, and new security releases. Approval of this amendment will extend the contract term for five additional years, for a total contract term of eight years, and increases the contract by \$6,255,000 from \$4,000,945 million to an amount not to exceed \$10,255,945.

The Office of the City Attorney has reviewed and approved the Agreement and proposed Resolution as to form and legality. Lastly, City Council approval is required pursuant to Charter Section 373 for contracts longer than three years.

### **Background**

The original Agreement was approved on March 13, 2018 by the LADWP Board of Water and Power Commissioners (Board) for a term of three years and contract authority not to exceed \$4 million. Per LADWP, the OMS software was originally developed by a different company and was subsequently purchased by CGI dating back to the early 2000s. The OMS is the system which captures, manages, and records all the reported power outage events through the Customer Contact Center representatives or through the automated Interactive Voice Response (IVR). The OMS coordinates with the MDS to daily operations and dispatch routine and emergency outage incidents to Field Crews in real-time. Together both systems are the primary tools utilized between dispatchers and field crews to restore service.

### **Proposed Amendment No. 1 to Agreement**

Under this Amendment, the scope of work is comprised of two major components; software maintenance and support; and major software updates, security releases, and system enhancements to provide integration to new devices like Distribution Automation, smart meters, and fault current indicators. LADWP does not have the technical expertise to maintain OMS and MDS. In addition, CGI is the sole provider of its proprietary OMS/MDS software, and owns the source code to provide the technical support, including enhancements.

LADWP reports that \$200,000 is provided for this Amendment as part of the 2020-21 Adopted Budget and subsequent funding will be provided in outlying years within the Power Revenue Fund.

### **FISCAL IMPACT STATEMENT**

There is no General Fund impact. Approval of the proposed Resolution authorizes additional expenditures up to \$6.2 million over the next five years, as appropriate for ongoing system maintenance, support services and upgrades to the LADWP OMS and MDS and impacts the LADWP Power Revenue Fund. The proposed action complies with the LADWP Financial Policies in that funding is available to support this purpose.

*RHL:IR:10210063*

*Attachments*