



TRANSMITTAL		0150-10600-0001
TO David H. Wright, General Manager	DATE FEB 25 2019	COUNCIL FILE NO.
FROM The Mayor		COUNCIL DISTRICT All
<p>FOURTH AMENDMENT (CONTRACT NO. 47083) BETWEEN THE LOS ANGELES DEPARTMENT OF WATER AND POWER AND TRIMBLE NAVIGATION LIMITED</p> <p>Approved and transmitted for further processing including Council consideration. See the City Administrative Officer report attached.</p> <p style="text-align: center;"> MAYOR</p>		
RHL:IR:10190069		

REPORT FROM

OFFICE OF THE CITY ADMINISTRATIVE OFFICER

Date: February 19, 2019

CAO File No. 0150-10600-0001

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 December 11, 2018

Subject: **CONTRACT NO. 47083 - FOURTH AMENDMENT BETWEEN THE LOS ANGELES DEPARTMENT OF WATER AND POWER AND TRIMBLE NAVIGATION LIMITED**

RECOMMENDATION

That the Mayor:

1. Approve the proposed resolution authorizing the execution of a Fourth Amendment to Contract 47083 with Trimble Navigation Limited to continue system improvement services and software upgrades necessary for the Water Outage Management System and eRespond Incident Management Software as follows:
 - a. Extend the contractual term by three additional years from April 17, 2019 to April 22 2022; and increase the contract amount by \$900,000 for a total revised amount not to exceed \$4,360,407 million; and,
 - b. Upon proper certification, the Chief Accounting Employee is authorized and directed to draw demands on the Water and Power Revenue Fund, in accordance with the terms of this Amendment.
2. 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 a Fourth Amendment to Contract 47083 with Trimble Navigation Limited (Trimble) to continue services provided for system and software upgrades to the Water Outage Management System and eRespond Incident Management Software. Approval of the proposed Fourth Amendment will extend the contract by three additional years providing a total term of ten years, expiring on April 22, 2022. In addition, authority is requested to add \$900,000 for additional services to be

completed over this term, resulting in a total contract amount of \$4,360,407 million.

Pursuant to Charter Section 373, for long term contracts, City Council approval is required as the cumulative term exceeds three years and specifically Los Angeles Administrative Code 10.5 (e) requires City Council approval for LADWP contract amendments involving the same parties with a cumulative term exceeding five years. The City Attorney has approved the proposed resolution as to form and legality.

Project Background

Trimble was hired originally in 2012 for a three year term to provide software and system integration services to replace LADWP's existing Water Quality Systems which was part of the old Customer Information System (CIS). The integrated Water Outage Management System (OMS) provides for the ability to analyze, manage and respond to water outages, and water quality issues timely and strategically by enabling the Customer Contact Center to track customer complaints and schedule repairs in real time. Three subsequent amendments for time extensions and / or funding increases have been provided for ongoing maintenance and support, including functionality upgrades to the system (Refer to Attachment A).

In April 2016, the scheduled upgrades for the Implementation of Mobile Workforce Management (MWM) was ceased due to pending litigation relative to customer overbillings and errors. Technology staff assigned to perform the MWM upgrades also support the systems impacted by the billing errors and staff were diverted to support that workload resulting in delays. The Department notes this workload is currently on hold as staff reassess the upgrades. The Department reports that \$3.3 million has been expended to date and approximately \$140,558 remains available.

Fourth Amendment - Scope of Work

Two additional deliverables and increased funding of \$900,000 are proposed for the following: a) Implementation of eRespond Integration with the upgraded version of Customer Care and Billing (CCB), MWM, and Service Oriented Architecture (SOA); and, b) Implementation of Enhanced Water Outage Notification, which allows for notification to customers via text message. On a parallel track, LADWP is upgrading the CIS Systems, thus eRespond and the interfaces with CIS need to be retrofitted to support the new version. These additional features and upgrades support LADWP's initiative to provide Water System Key Performance Indicators, metric reports, water incident reports, and timely communication to customers.

FISCAL IMPACT STATEMENT

There is no General Fund impact. The fourth amendment is estimated at \$900,000 and will be front funded by the Power Revenue Fund and reimbursed by the Water Revenue Fund. The proposed action complies with the City Financial Policies in that funding is available for this purpose

**Summary of
Scope**

Attachment A

Contract Term	Scope	Description	Current Status
<u>Original:</u> Three Year term from April 2012, expiring in December 2015	Implement new software, and support services for Water Outage Management	To improve the overall incident management reporting for water outages and customer relations	Completed
<u>First Amendment:</u> Increased funding by \$900,000.	eRespond post implementation Improvements	To improve business processes and associated system capabilities	Completed
	Implementation of Mobile Workforce Management	To organize Water Trouble tickets into common events and dispatch field crews accordingly	On hold
	Implementation of Leak Management	To provide Water Distribution Division with pertinent data, including emergency and scheduled leak repairs, assets and properties impacted by leaks, causes and location of leaks.	Completed
	Implementation of Water Quality Sampling	To computerize the existing paper based and manually managed water sampling, inspection, and analysis procedures.	Completed
	Implementation of Lock Out and Tag Out Improvements	To enable DWP to maintain an audit trail of all action taken, and to fulfill the OSHA requirements on the Lockout procedures.	Completed
<u>Second Amendment:</u> Time extension for one additional year to April 17, 2016.	Scope unchanged		
<u>Third Amendment:</u> Time extension for three additional years to April 17, 2019.	Scope unchanged		
<u>Fourth Amendment:</u> Proposed time extension for three additional years to April 22, 2022 and increased funding by \$900,000.	Implementation of eRespond Integration with upgraded versions of CCB, MWM, and SOA	To enable DWP to maintain continuous, quality operation by completing tests.	Began in 3 rd QTR 2018 and in the pre-release testing phase. New completion date in Q4 2019 – Q1 2020
	Implementation Enhanced Water Outage Notification	To enable DWP to notify customers via text message upon a water outage being resolved.	To be completed over the next 3 years.