



Los Angeles
Department of
Water & Power

RESOLUTION NO. _____

BOARD LETTER APPROVAL

A blue ink signature of David H. Wright, written in a cursive style, is positioned above the name and title of the Chief Operating Officer.

DAVID H. WRIGHT
Chief Operating Officer

A blue ink signature of Marcie L. Edwards, written in a cursive style, is positioned above the name and title of the General Manager.

MARCIE L. EDWARDS
General Manager

DATE: April 22, 2016

SUBJECT: Amendment No. 3 to Agreement No. 47083-2 for Software and Systems Integration Services for the Water Outage Management System With Trimble Navigation Limited

SUMMARY

The proposed Amendment No. 3 (Amendment) to Agreement No. 47083-2 (Agreement) is to extend the term of the Agreement by three years from April 17, 2016 to April 16, 2019. This Amendment will allow Trimble Navigation Limited (Trimble) to continue working on the Los Angeles Department of Water and Power's (LADWP) Water Outage Management System, eRespond, which tracks and analyzes customer complaints regarding water leaks and water quality concerns. This Amendment will not change the not-to-exceed amount of \$3,460,407 (budgeted). All other terms and conditions of the Agreement will remain the same.

In 2014, LADWP began working on additional software functionality and upgrades to improve Water System operational efficiency, support accurate and timely customer service responses, and ensure LADWP's compliance with state mandates. However, the additional software functionality and upgrades were delayed while staff focused on the Customer Information System stabilization efforts.

City Council approval is required.

RECOMMENDATION

It is requested that the Board of Water and Power Commissioners (Board) adopt the attached Resolution recommending City Council's approval for execution of the proposed Amendment No. 3 to Agreement No. 47083-2 with Trimble, as required in Charter Section 373.

ALTERNATIVES CONSIDERED

The only alternative to the proposed Amendment is to use the eRespond product in its current configuration. However, this option is not viable because it will not provide the critical upgrade necessary to equip Water System with a more efficient tool to track and monitor water quality processes to ensure quality water for our customers.

FINANCIAL INFORMATION

The cost of the Agreement, shown below, will not be increased:

	Current Maximum Expenditure	Amendment Expenditure	Amended Maximum Expenditure
Original Period (3 yrs.)	\$2,560,407		\$2,560,407
Amendment No. 1		\$900,000	\$900,000
Amendment No. 2		\$0	\$0
Amendment No. 3		\$0	\$0
Agreement Total			\$3,460,407

BACKGROUND

Agreement No. 47083-2 was originally authorized by Board Resolution No. 012-202 and adopted April 3, 2012. The LADWP Customer Information System (CIS) required a Water Outage Management System (OMS) that could integrate with the new CIS. An integrated Water OMS allows LADWP to analyze, forecast, manage, and respond to water outages, water quality, and critical Water System events by enabling the Customer Contact Center to record customers' complaints concerning water trouble and water quality. LADWP conducted an exhaustive search to find an OMS that could be adapted for Water System functionality; Trimble eRespond Incident Management Software Application Solution (eRespond) was the only system and technology identified by the search.

Trimble was contracted with to provide software, and to perform system implementation services to replace LADWP's existing water trouble and water quality systems that were embedded within the old CIS. The resulting Agreement was for a term of three years, with an expiration date of April 17, 2015. In September 2013, eRespond was successfully implemented with the CIS Customer Care and Billing System and it was integrated with the Oracle Business Intelligence Suite.

Amendment No. 1 to the Agreement was subsequently approved by the Board on August 19, 2014, to increase the funds by \$900,000 and for ongoing maintenance and support which included the following functionality upgrades:

- 1) eRespond Post Implementation Improvements - To improve business processes and associated system capabilities.
- 2) Implementation of Mobile Workforce Management - To organize Water Trouble tickets into common events and dispatch field crews accordingly and timely to resolve customer water trouble incidents.
- 3) Implementation of Leak Management - To provide Water Distribution Division with pertinent data, including emergency and scheduled leak repairs, assets and properties impacted by the leaks, and causes and location of the leaks, for effective management of reported leaks.
- 4) Implementation of Water Quality Sampling - To computerize the existing paper-based and manually managed water sampling, inspection, and analysis procedures.
- 5) Implementation of Lock Out and Tag Out Improvements - To enable LADWP to maintain a vigorous and transparent audit trail of all actions taken, authorizations granted, etc. to fulfill the Occupational Safety and Health Administration requirements on the Lock Out/Tag Out procedures.

Amendment No. 2 to the Agreement was subsequently approved by the Board on April 23, 2015, to extend the term for one additional year to April 17, 2016, without any increase in funding. Trimble was able to continue the functionality improvements to Water OMS.

Due to the focus on CIS stabilization efforts, the completion of the items from Amendment No. 1 was delayed. Therefore, this proposed Amendment is required to extend the time to finish the planned work.

Trimble has performed satisfactorily under this Agreement.

The City Administrative Officer report, dated March 25, 2016, is attached.

ENVIRONMENTAL DETERMINATION

In accordance with the California Environmental Quality Act (CEQA), it has been determined that extension of the software and systems integration services for Water Outage Management System is exempt pursuant to the General Exemption described in CEQA Guidelines Section 15061 (b) (3). General Exemptions apply in situations where it can be seen with reasonable certainty that there is no possibility that the activity in question may have a significant effect on the environment.

CITY ATTORNEY

The Office of the City Attorney reviewed and approved Amendment No. 3 to Agreement No. 47083-2 and the Resolution as to form and legality.

ATTACHMENTS

- Procurement Summary
- Resolution
- Amendment No. 3
- City Administrative Officer report dated March 25, 2016