



RESOLUTION NO. _____

BOARD LETTER APPROVAL

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DONNA I. STEVENER
Chief Administrative Officer –
Technology and Security Services

A handwritten signature in blue ink, appearing to read "David H. Wright", written over a horizontal line.

DAVID H. WRIGHT
General Manager

DATE: March 18, 2019

SUBJECT: Approval of Amendment No. 4 to Agreement No. 47083-2 to Procure and Implement a Software and Systems Integration for Water Outage Management System with Trimble Navigation Limited. The Amendment will increase the contract by an additional three years and increase the contract amount by \$900,000.

SUMMARY

The proposed Amendment No. 4 (Amendment) to Agreement No. 47083-2 (Agreement) with Trimble Navigation Limited (Trimble) is to increase the Agreement amount by \$900,000, to a new not-to-exceed amount of \$4,360,407 and extend the term by three years from April 18, 2019 to April 17, 2022.

Extending the contract allows the vendor to continue working on LADWP's Water Outage Management System (OMS) eRespond Incident Management Software Application Solution (eRespond), which tracks and analyzes customer reported incidents regarding water leaks and water quality concerns.

In 2017, LADWP began working on additional software functionality and upgrades to provide Water System Key Performance Indicators (KPI) metric reports, water incident reports, timely communication to callers on outage resolution, and to ensure LADWP complies with mandates and directives in a timely manner.

Additionally, LADWP has embarked on the Customer Information System (CIS) upgrade. There is a 15-month timeline to move to the supported version of Oracle's Customer Care and Billing (CCB), Mobile Workforce Management (MWM), and Service Oriented Architecture (SOA).

City Council approval is required according to 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 with Trimble.

ALTERNATIVES CONSIDERED

The alternative considered to the Amendment is to use the eRespond product in its current configuration. However, this option is not practical because updates may be needed for the CIS upgrade and new enhancements are needed that extend beyond the functionality and upgrades identified and approved in 2017.

FINANCIAL INFORMATION

| | Current Maximum Expenditure | Amendment Expenditure | Amended Maximum Expenditure |
|--------------------------|--|----------------------------------|--|
| Original Period (3 yrs.) | \$2,560,407 | | \$2,560,407 |
| Amendment No. 1 | | \$900,000 | \$3,460,407 |
| Amendment No. 2 | \$3,460,047 | - | - |
| Amendment No. 3 | \$3,460,047 | - | - |
| Amendment No. 4 | \$3,460,047 | \$900,000 | \$900,000 |
| Agreement Total | | | \$4,360,407 |

The Amendment extends the existing Agreement term by three years to April 17, 2022, and increases the contract by \$900,000.

BACKGROUND

The Agreement was originally authorized by Board Resolution No. 012-202 and adopted on April 3, 2012. The LADWP CIS required a Water 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 customer 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's eRespond was the only system and technology identified by the search.

Trimble was hired 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 CIS CCB 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, for ongoing maintenance and support which included the following functionality upgrades:

1. eRespond Post Implementation Improvements - To improve business processes and associated system capabilities. This item has been completed.
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. A timeline has not been determined for the MWM integration with eRespond.
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. Initial design work has been completed. A timeline to fully implement has not been determined.
4. Implementation of Water Quality Sampling - To computerize the existing paper-based and manually managed water sampling, inspection, and analysis procedures. Initial design work has been completed. A timeline to fully implement has not been determined.
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. and fulfill the Occupational Safety and Health Administration requirements on the Lock Out/Tag Out procedures. This plan was designed, and initial development work was completed and delivered. A timeline to fully implement has not been determined.

Amendment No. 2 extended the term of the Agreement for one year through April 17, 2016. No additional funding was required and the total not-to-exceed amount of \$3,460,047 remained unchanged.

Amendment No. 3 extended the term of the Agreement for three years through April 17, 2019. No additional funding was required and the total not-to-exceed amount of \$3,460,047 remained unchanged.

Amendment No. 4 to the Agreement will address the following:

1. Implementation of eRespond Integration with Upgraded versions of CCB, MWM, and SOA - To enable LADWP to maintain continuous, quality operation by completing successful user acceptance tests, regression full-cycle tests, and parallel tests against production installation in the integration test environment. This item started in the 3rd Quarter of 2018 and is in the pre-release testing phase.
2. Implementation of Enhanced Water Outage Notification - To enable LADWP to notify customers via text message upon a water outage being resolved.

Trimble has performed satisfactorily under this Agreement.

In accordance with the Mayor's Executive Directive No. 4, the City Administrative Officer's Report (CAO) was approved on February 25, 2019.

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, such as an Amendment of an existing contract does not meet that definition. Therefore, this contract Amendment for LADWP CIS support and upgrade services is not an action subject to CEQA.

CITY ATTORNEY

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

ATTACHMENTS

- Procurement Summary
- Resolution
- Amendment
- CAO Report