



Agenda Report

March 30, 2020

TO: Honorable Mayor and City Council

FROM: Water and Power Department

SUBJECT: AUTHORIZATION TO ENTER INTO A PURCHASE ORDER CONTRACT WITH MILSOFT UTILITY SOLUTIONS, INC. IN AN AMOUNT NOT TO EXCEED \$372,324 FOR SOFTWARE, TECHNICAL SUPPORT, AND MAINTAINENCE OF THE OUTAGE MANAGEMENT SYSTEM FOR THE WATER AND POWER DEPARTMENT

RECOMMENDATION:

It is recommended that the City Council:

1. Find that the proposed action is not a project subject to the California Environmental Quality Act ("CEQA") as defined in Section 21065 of CEQA and Section 15378 of the State CEQA Guidelines and, as such, no environmental document pursuant to CEQA is required for the project; and
2. Authorize the issuance of a Purchase Order ("PO") contract without competitive bidding pursuant to the City Charter Section 1002(F), Contracts for Professional or Unique Services, with Milsoft Utility Solutions, Inc. ("Milsoft") to provide software, technical support and maintenance for the Outage Management System in an amount not to exceed \$372,324 for three (3) years; and,
3. Grant the proposed contract an exemption from the Competitive Selection process pursuant to Pasadena Municipal Code Section 4.08.049(B) contracts for which the City's best interests are served.

BACKGROUND:

The Outage Management System ("OMS") is a vital component of the Water and Power Department's ("PWP") operations. This proprietary system, by Milsoft, Inc., was implemented in response to the November 2011 major windstorm that caused widespread outages. It provides timely, consistent, and accurate power outage information to staff, residents, and businesses. The OMS is also able to provide detailed information about duration, location, and scope of planned or unplanned outages including progress reports on restoration efforts for outages on the City's electrical distribution system.

When power outages occur, PWP relies heavily on the Business Logic Server ("BLS"); which is a web based application hosted by Milsoft and included in the Interactive Voice Response ("IVR") support suite. The BLS allows staff to monitor real time IVR status for inbound and outbound calls. It is also able to generate call reports, monitor call loads, create new or manage existing IVR information messages, and perform customer notifications through outbound calling campaigns. The current three-year PO contract with Milsoft expires in April 2020, and a new three-year PO contract will make sure all software and support services for the OMS continue to be provided.

The software and support services provided by Milsoft are listed below:

- Outage Management System Tools
- Engineering Analysis Software Suite
- IVR System, Support and Software Suite

Staff continues to effectively utilize the OMS and support services provided by Milsoft, resulting in timely communication with all stakeholders, efficient restoration of power outages, and improved system reliability. Therefore, it is in the best interests of the City and PWP to maintain the existing systems that are currently in place and extend the support services provided by Milsoft, without competitive bidding until the system encounters obsolescence and/or technical advances warrant significant investment in a new system.

Staff recommends that the issuance of a PO contract with Milsoft in a total amount not to exceed \$372,324 for three years, for technical support and maintenance services. The total cost includes a base contract amount of \$323,760 and a 15% contingency of \$48,564 to cover unforeseen conditions or costs related to emergencies on the electrical distribution system or future software feature enhancements.

Milsoft has had two previous contracts since 2013 with the City of Pasadena for an approximate total not-to-exceed amount of \$950,437.

COUNCIL POLICY CONSIDERATION:

The proposed PO contract is consistent with the Public Facilities Element of the General Plan and supports the Council's goals to: upgrade security systems at all power distribution facilities that are consistent with currently accepted industry levels of security; and provide a high level of public service which adds to the quality of life in the City and increases its attractiveness through more efficient management of resources.

ENVIRONMENTAL ANALYSIS:

The issuance of a PO contract and the appropriation of funding for the OMS is an administrative action that would not cause either a direct physical change in the environment or any foreseeable indirect physical change in the environment. Therefore, the proposed action is not a "project" subject to CEQA, as defined in Section 21065 of

CEQA and Section 15378 of the State CEQA Guidelines. Since the action is not a project subject to CEQA, no environmental document is required.

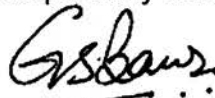
FISCAL IMPACT:

The maximum cost of this action is \$372,324. Funding for this action will be addressed by utilization of existing appropriations in the Power Operating Fund 401. It is anticipated that approximately \$30,000 will be spent during the current fiscal year. The following table shows a summary of the contract costs.

Contract Expenditures	Amount
Base Contract Price	\$323,760
Contingency (15%)	\$48,564
Total Not-To-Exceed Contract:	\$372,324

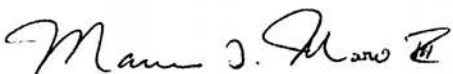
The anticipated impact to other operational programs or capital projects as a result of this action will be none.

Respectfully submitted,



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