

Agenda Report

March 13, 2023

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. FOR SOFTWARE, TECHNICAL SUPPORT, AND MAINTENANCE OF THE OUTAGE MANAGEMENT SYSTEM FOR AN AMOUNT NOT TO EXCEED \$611,501 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") pursuant to Section 21065 of CEQA and Section 15378 of the State CEQA Guidelines and, as such, no environmental document pursuant to CEQA is required;
2. Authorize the City Manager to enter into 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 ("OMS") for the Water and Power Department ("PWP") in an amount not to exceed \$611,501 for five years; and
3. Grant the proposed PO 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 OMS is a vital component of PWP operations. This proprietary system by Milsoft was implemented in 2013 to improve system communication and monitoring of customer outages 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 2023, and a new five-year PO Contract will ensure 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.

PWP staff recommends the issuance of a PO Contract with Milsoft for an amount not to exceed \$611,501 or a period of five years, whichever occurs first, for Software, Technical Support, and Maintenance Services of the OMS. The total cost includes a base contract amount of \$555,910 and a 10% contingency of \$55,591 to cover unforeseen conditions or costs related to emergencies with the electrical distribution system or future software feature enhancements.

Milsoft has been awarded three previous contracts since 2013 with the City of Pasadena for an approximate total amount not to exceed \$1,322,761.

COUNCIL POLICY CONSIDERATION:

The proposed PO Contract is consistent with the Public Facilities Element of the General Plan and supports the Council's goal 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 a more efficient management of resources.

ENVIRONMENTAL ANALYSIS:

Entering into a professional services agreement for Software, Technical Support, and Maintenance of the OMS is an organizational and administrative action that would not cause either a direct physical change in the environment or a reasonably 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 total cost of this action will be \$611,501 over five years, which includes the base contract amount of \$555,910 and a 10% contingency of \$55,591. Funding for this action will be addressed by the utilization of existing and future appropriations in the Power Operating Fund 401, Other Contract Services account (46409210-811400). It is anticipated that \$42,000 will be spent during the current fiscal year. The following table shows a summary of the contract costs.

Contract Expenditures	Amount
Base Contract Price	\$555,910
Contingency (10%)	\$55,591
Total Not to Exceed Amount	\$611,501

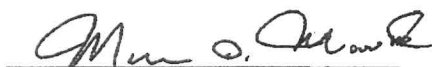
There is no anticipated impact to other operational programs as a result of this action.

Respectfully submitted,




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