

MEMORANDUM

To: Mayor and City Council Members
Steve Parker, City Manager

From: John Saldana, Smart Grid Solutions Manager – Utility Services

Through: Rick Cortes, Deputy City Manager

Copy: Clarence Smith, Director – Electric Utilities

Subject: Approval Request for Phase 2 of the Outage Management System – Software Implementation

Date: 06/18/2024

On February 6th, 2024, the City Council approved Phase 1 of the Outage Management System (OMS) – Field Distribution Collection. I am now presenting Phase 2 – the Software Implementation component of the OMS – for your approval. This phase is crucial for the successful deployment of the Outage Management System.

The primary objectives of the OMS are to:

- Real-Time Electrical Outage detection for immediate identification and response to fix situation.
- Improve citizen communication through real-time notifications of outage status and estimated restoration times for both water and electric.
- Manage and schedule crews effectively during outage events. Dispatch crews quicker to get customer services back up and running.
- Provide analytics and reporting of outage events for regulatory agencies and internal management.

The implementation of the OMS will significantly enhance the reliability of our electric distribution grid and provide essential management tools for addressing water outages and maintenance events. The system will also help reduce outage durations by utilizing the OMS analysis engine to correlate information from customer phone calls and utility assets, enabling accurate location identification and mitigation of outages.

The City received two bids for this project, with amounts ranging from \$200,300.00 to \$367,372.00. After careful evaluation, City staff recommends awarding the contract to DataVoice International for \$326,151.75. DataVoice International has a proven track record and extensive experience in this field.

In our considerations for a Vendor we chose DataVoice over the low bid based on the following points.

UTILITY SERVICES

- DataVoice was the only vendor to provide simultaneously monitoring of both Electric and Water in a single application using dedicated tools, not just notifications of water outages.
- DataVoice also differentiated itself from Milsoft with a highly usable Mobile App, downloaded from Google Play and Apple Store. Ease of use for the citizens, crews and internal staff is critical for customer satisfaction.
- Architecturally, Milsoft did not disclose the true cost to integrate with City Works our upcoming Work-Order System and did not have a verifiable, tested solution at this time.
- Additionally, Milsoft required on-premise server infrastructure that would increase the cost to stand up their solution thus increasing the overall cost of city ownership. Milsoft did not factor in pricing, which would require a minimum estimated cost of \$40k for one year and further ongoing costs.
- There would be additional cost, that was not included in their quote, of training IT Staff to maintain their on-premise system and on-going server maintenance long-term.
- DataVoice is a Cloud Based system and in-line with most of our Cloud Based Utility Infrastructure such as Aclara One our main interface for meter management.

The contractor is required to furnish a Standard Form of Agreement and provide any additional bonds as per the city's policies. The project timeline is approximately eight months from the issuance of a notice to proceed by the City.

Funding for this project is provided through the FY24 Utility Capital Projects budget.

I seek your approval for this vital project. Should you have any questions or require further details, I will be available to address them at the City Council meeting on Tuesday, June 18th, 2024.

Recommendation:

Approve the award to DataVoice International in the amount of \$326,151.75 for the implementation of Phase 2 of the Outage Management System.