

ITEM #: 11
DATE: 07-18-23
DEPT: ELECTRIC

COUNCIL ACTION FORM

SUBJECT: OUTAGE MANAGEMENT SYSTEM FOR ELECTRIC SERVICES

BACKGROUND:

The Electric Services Department uses a computerized Outage Management System (OMS) designed and maintained by Milsoft Utility Solutions, Abilene, TX. The OMS is used to handle electric outage calls, pinpoint system problems, aid in crew dispatch, and—a recent addition—communicate via text messaging with Electric Services customers. It is crucial to have an up-to-date system to assure quick, reliable response to customer outages and other customer concerns.

This software was originally purchased in 2011 and has been a critical asset to the department and to all the Electric Services customers with improved response times to power outages and system reliability.

The purchase order amount of \$58,826.46 (inclusive of Iowa sales tax) provides for support of the software through June 30, 2024. **This software is proprietary, and the support can only be provided by Milsoft Utility Solutions, the original software creator.**

The FY 2023/24 Electric Distribution budget includes \$150,000 for software maintenance, which is available for this contract.

ALTERNATIVES:

1. Award a contract for support services for Computerized Outage Management System to Milsoft Utility Solutions, Abilene, TX in the amount of \$58,826.46 (inclusive of Iowa sales tax).
2. Do not approve the contract.

CITY MANAGER'S RECOMMENDED ACTION:

It is critical for Electric Services staff to have an up-to-date system to assure quick reliable response to customer outages and other customer concerns. Therefore, it is the recommendation of the City Manager that the City Council adopt Alternative No. 1 as stated above.