

COUNCIL ACTION FORM

SUBJECT: AWARD OF CONTRACT FOR OUTAGE MANAGEMENT SYSTEM AND DATA CONVERSION FOR ELECTRIC SERVICES

BACKGROUND:

This project involves the purchase of an outage management system (OMS) for Electric Services. Whereas Ames Electric Services currently owns and operates an IVR (Interactive Voice Recognition) outage call-taking system (aka "PORCHE"), this current system provides limited information on the outage calls that are received and cannot sort outages geographically or provide targeted call-back information to restored customers or provide updates to areas known to be still out of service.

An outage "management" system is a significant enhancement which merges data from Electric Service's Geographical Information System and the IVR system to provide both a map view of the location of the outages as well as a predicted outage location based on incoming calls. The implementation of the outage management system will permit first responders to be dispatched to more precise outage locations which will shorten the time required to patrol, identify and restore power. Another significant benefit is the added ability to sort outages by specific electric system feeder location and generate automated and meaningful call-back notices to just those customers that have been restored, or to give status updates to just those customers that are still without power. A web-based public outage viewer will be also included with the implementation of this system to display the extent of known outages on a map with underlying aerial photography. Additional enhancements include planned outage notifications, text-to-speech capability for outbound messaging as well as enhanced mobile viewer software to provide outage information to crews and to managers working in the Emergency Operations Center during major events. Implementation services are provided with this system to comprise a fully integrated, functioning system that works with existing software and is well supported.

On January 5, 2011, the request for proposal (RFP) document was issued to ten firms for proposals. The RFP was advertised on the Current Bid Opportunities section of the Purchasing webpage and it was also sent to one plan room.

On February 1, 2011, staff received competitive proposals from two firms. These proposals were then sent to a committee for evaluation. The committee consisted of the Electrical Engineering Manager, Electrical Engineering Assistant Engineer, and the Electric Distribution Records & Materials Assistant.

The committee members independently evaluated and scored both of the proposals in two separate steps. In the first step the proposals were evaluated based on vendor's responsiveness to the RFP requirements. This criterion was rated on a Pass / Fail basis. In the second step the evaluations were based on: 1) Comprehensiveness of integration services and provisions of substantive guarantees that data conversion and export/import functionality will be fully functional, trouble-free, and fully supported/maintained by the vendor; 2) Qualifications and experience; 3) OMS software functional requirements to meet the needs of City of Ames Electric Services; 4) Price; 5) Technical support offered; and 6) Software maintenance and enhancements.

During their evaluation the evaluation team deemed the proposal from SSP Innovations, LLC, Englewood, CO. to be non-responsive because, as a subcontractor to the primary outage management system vendor (Telvent), they were unable to fully develop, implement and administer all aspects of software, services and support, which was a fundamental requirement of the RFP.

As a result, only one responsive proposal remains:

Milsoft Utility Solutions, Abilene, TX	\$223,294.71
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Electric Services staff reviewed the proposal and concluded that it is acceptable. Staff believes that the reason only two proposals were received was due to the fact that the two responding vendors are uniquely well qualified to compete in the smaller electric utility market and both currently provide software and support to Electric Services for related systems (GIS and IVR) that must integrate well with a proposed outage management system.

Due to an extended implementation phase, the budget for this project is divided into two years. The approved FY 2010/2011 operating budget for the Outage Management System contains \$190,000 that will be used for this purchase. The approved FY 2011/2012 operating budget contains an additional \$75,000 for the related viewer and mapping system upgrades that are part of the overall Outage Management System Implementation. The total approved budget for this project is \$265,000. In addition to this recommended award cost, an additional server, with operating system software that this system will run on still needs to be purchased separately to complete the implementation. The estimated cost for this server is \$15,000, bringing the total System implementation cost to \$248,295, which is under the approved budget for the full system implementation.

ALTERNATIVES:

1. Award a contract to Milsoft Utility Solutions, Abilene, TX, for the purchase of outage management system and data conversion software in the amount of \$223,294.71.
2. Reject the single responsive proposal received and direct staff to delay purchase of the system.

MANAGER'S RECOMMENDED ACTION:

Purchase of this Outage Management System will greatly enhance system condition information. Staff will be able to more quickly identify a common problem point when multiple customers call in. This will improve response time. The mapping function will give dispatchers and management the ability to see the extent of the outage(s) from which outages can be prioritized and crews can be assigned. In addition, the system interface with the customer will provide more information and information targeted their specific outage.

Therefore, it is the recommendation of the City Manager that the City Council adopt Alternative No. 1, awarding a contract to Milsoft Utility Solutions, Abilene, TX, for the purchase of outage management system and data conversion software in the amount of \$223,294.71.