



Legislation Text

File #: 21-1174, **Version:** 1

Recommendation to adopt Specifications No. RFP ER19-115 and award a contract to Utility Solutions Partners, LLC, of Rancho Cordova, CA, for Information Technology Project Management Services for three main mission-critical platforms, in the amount of \$3,625,000, with a 30 percent contingency in the amount of \$1,087,500, for a total contract amount not to exceed \$4,712,500, for a period of three years, with the option to renew for two additional one-year periods, at the discretion of the City Manager; and, authorize City Manager, or designee, to execute all documents necessary to enter into the contract, including any subsequent amendments. (Citywide)

City Council approval is requested to enter into a contract with Utility Solutions Partners, LLC (USP), for providing technical consulting and specialized utility information system project management services to assist in the assessment and implementation strategies to improve or replace three mission-critical utility services software platforms. The platforms at issue are the Customer Self-Service Web Portal (CSWP), the Mobile Workforce Management system (MWM), and the Meter Data Management system (MDM). These systems are either imminently unsupported (CSWP/MWM) or underperforming (MDM) relative to comparable current technologies available and no longer meet operational and customer needs for efficient and effective service.

The City's overall utility information systems provide unified customer, billing, and field service management platforms supporting metered gas, water, sewer services, and unmetered refuse services (collectively "Utility Services"), generating more than \$190 million in revenue for the City annually. Since its deployment in 2013, the utility information system is comprised of several integrated component systems, of which it is essential to remain current, technologically supported, and functionally integrated into the overall information system framework.

Updating these component systems in an integrated manner will provide the most reliable, up-to-date, and user-friendly tools available on the market to support the City's utility and customer service functions, and incorporating this new technology will deliver the following benefits:

- A new digital multiplatform (PC, mobile device, tablet) interface application in which utility customers intuitively interact with account information and customer support, including real-time, 24/7 self-help tools, manage account and billing information, schedule service activities, interface with knowledge base content, and engage with support staff.
- A vastly improved field service management tool that will maximize operational efficiencies to automatically assign and route field service workers based on multiple criteria and improve collaboration while providing real-time monitoring and event-based communication to support

customer needs.

- A robust and flexible solution to leverage customer usage data to drive insightful customer service and advice, which will streamline meter to cash processes and centralize data management to improve visibility from smart devices across the utility network.

Since their initial deployment, these utility information system components have evolved to deliver a modern and data-enriched experience across all channels, improved call center performance, and streamlined case management via a straightforward, intuitive user interface. The proposed consultant acquisition services for each platform include utility-specific needs assessments; request for proposal development; vendor evaluation and selection; and, project management and oversight, including user acceptance testing support, training assistance, implementation and cutover support, and post-implementation support.

The Request for Proposals (RFP) was advertised in the Long Beach Press-Telegram on September 19, 2019, and 487 potential proposers specializing in Information Technology Project Management Services were notified of the RFP opportunity. Of those proposers, 110 downloaded the RFP via the City's electronic bid system. The RFP document was made available from the Purchasing Division, located on the 6th floor of City Hall, and the Division's website at www.longbeach.gov/purchasing <<http://www.longbeach.gov/purchasing>>. An RFP announcement was also included in the Purchasing Division's weekly update of Open Bid Opportunities, which is sent to 35 local, minority-owned, and women-owned business groups. There were nine proposals received on December 19, 2019. Of those nine proposers, three were Minority-owned Business Enterprises (MBEs), one was a Women-owned Business Enterprise (WBE), two were certified Small Business Enterprises (SBEs), and none were Long Beach vendors (Local). The selection committee determined that Utility Solutions Partners, LLC, of Rancho Cordova, CA (SBE), was the most qualified firm to provide the services.

Local Business Outreach

To align with the City's outreach goal, Long Beach businesses are encouraged to submit proposals for City contracts. The Purchasing Division assists businesses with registering on the Planet Bids Online database to download RFP specifications. Through outreach, 42 Long Beach vendors were notified to submit proposals, of which 3 downloaded, and none submitted a proposal. The Purchasing Division is committed to continuing to perform outreach to local vendors to expand the bidder pool.

This matter was reviewed by Deputy City Attorney Richard F. Anthony on October 14, 2021, Business Services Bureau Manager Tara Mortensen on October 13, 2021, and by Revenue Management Officer Geraldine Alejo on October 22, 2021.

City Council action to adopt Specifications No. RFP ER19-115 and award a contract concurrently is requested on November 9, 2021, to ensure the contract is in place expeditiously.

The total contract amount will not exceed \$4,712,500, inclusive of a 30 percent contingency and covers the utility information software system's three platforms and related services. The contract amount per platform, excluding contingency, is estimated at:

- \$1,310,000 for the Mobile Workforce Management system
- \$1,104,000 for the Meter Data Management system
- \$1,211,000 to the Customer Self-Service Portal system

The cost will be allocated across the City's four enterprise operations (Gas, Water, Sewer, and Refuse) based on use of each platform. The Mobile Workforce Management and the Customer Self-Service Portal will be used by all four enterprise operations, whereas Meter Data Management will only be utilized by Gas, Water, and Sewer. The total allocated cost per fund group and department is as follows:

- \$2,100,000 to the Gas Fund Group in the Energy Resources Department
- \$918,400 to the Water Fund Group in the Water Department
- \$229,600 to the Sewer Fund Group in the Water Department
- \$377,000 to the Refuse/Recycling Fund Group in the Public Works Department

There is sufficient appropriation in each fund group and department to support FY 22 costs. If needed, subsequent years appropriation for the utility departments will be requested through the annual budget process and will be offset by funds available. This recommendation has no staffing impact beyond the normal budgeted scope of duties and is consistent with existing City Council priorities. There is no local job impact associated with this recommendation.

Approve recommendation.

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ROBERT M. DOWELL
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APPROVED:

THOMAS B. MODICA
CITY MANAGER