

**BOARD OF UTILITIES COMMISSIONERS**

1800 E. Wardlow Road, Long Beach, CA 90807
562.570.2300 | LBUtilities.org

March 2, 2023

Subject

Authorize the General Manager to enter into an agreement with West Monroe Partners, for information technology assessment services, in an amount not to exceed \$514,643 plus 20 percent contingency for one year.

Executive Summary

This project will assess the current technology of Long Beach Utilities Department's (LBUD) core business functions and create a strategic, organizational technology plan to help meet the goals of LBUD. The plan will be driven by the people, process, and technology framework. The final plan will provide ways to improve service to residents and increase employee productivity and mobility. All steps in the plan will lead to the creation of a reliable, secure Information Technology Infrastructure that is compliant with a recognized cybersecurity framework.

LBUD issued a Request for Proposals (RFP), soliciting firms via Long Beach Buys to perform this assessment. Four firms responded and West Monroe Partners was selected as the most responsive firm.

West Monroe Partners is a business and technology consulting firm, established in 2002 with California offices in Los Angeles and San Francisco, with a dedicated utilities practice. West Monroe Partners will engage in a 16-week partnership to develop and provide a clear, implementable roadmap, readying LBUD for execution, including a high-level cost – benefit assessment. This roadmap will be based on the gap analysis report developed from interviews with critical business units, measured against a best-practice target state for combined utilities of comparable size. West Monroe Partners will present to the Board of Utilities Commissioners the roadmap, inclusive of methodology and findings, and recommended projects, timelines, and budgets.

Recommendation

Authorize the General Manager to enter into an agreement with West Monroe Partners, for information technology assessment services, in an amount not to exceed \$514,643 plus 20 percent contingency for one year.

Fiscal Impact: The cost to be incurred in FY 23 is \$514,643, which will be split between the Water and Gas Funds. The costs are unbudgeted in the Water and Gas Fund. However, these costs can be absorbed within the FY 23 Budget.

B. Anatole Falagan
Assistant General Manager

Christopher J. Garner
General Manager