




RESOLUTION NO. 026 035

BOARD LETTER APPROVAL


David Hanson (Aug 21, 2025 18:53:37 PDT)

DAVID W. HANSON
Senior Assistant General Manager
Power System



JANISSE QUIÑONES
Chief Executive Officer and Chief Engineer

DATE: August 21, 2025

SUBJECT: Amendment No. 2 to Agreement No. 47476 for Software Maintenance and Support for Outage Management and Mobile Dispatch System with CGI Technologies and Solutions, Inc.

SUMMARY

The proposed Amendment No. 2 (Amendment) to Agreement No. 47476 with CGI Technologies and Solutions, Inc. (CGI) is for enhancement, maintenance, and upgrades of the Outage Management System (OMS) and Mobile Dispatch System (MDS) and to increase the Agreement not-to-exceed amount from \$10,255,945 by \$715,540 for a new Agreement amount of \$10,971,485 and add contingency of \$214,662 for a new total not-to-exceed amount of \$11,186,147 (budgeted). The original agreement was established as a sole source and has a projected termination date of January 2026.

Additional funding is required to develop and implement enhancements to meet mission critical strategic planning objectives driven by lessons learned from recent storm events (i.e., Level 3 Wind and Rainstorm, Tropical Storm Hilary) in the Los Angeles area which significantly impacted our customers. These enhancements will improve Electric Trouble (ET) systems, processes, and data analytics; thus, enabling more efficient and effective restoration efforts during both routine operations and escalated work conditions.

City Council approval is required per Charter Section 373.

RECOMMENDATION

It is recommended that the Board of Water and Power Commissioners (Board) adopt the attached Resolution recommending City Council's approval of the Amendment to the Agreement.

ALTERNATIVES CONSIDERED

There are no viable alternatives to this Amendment. LADWP does not currently have the technical expertise to maintain OMS and MDS. Because the Agreement does not expire until March 28, 2026, and CGI is the sole provider of its proprietary OMS and MDS, a new competitive solicitation for the development and implementation of enhancements is impractical. CGI owns the source code and provides technical support services to perform necessary changes to the software for enhancements and fixes.

FINANCIAL INFORMATION

The proposed Amendment would increase the Agreement not-to-exceed amount by \$930,202, from \$10,255,945 to \$11,186,147 (budgeted).

	Original Expenditure	Requested Amendment Amount	Not-to- Exceed Amount
Original Agreement (3 years term)	\$4,000,945		\$4,000,945
Amendment No.1 (added 5 years)	-	\$6,255,000	\$10,255,945
Amendment No.2 (increases Agreement amount by \$715,540 and provides contingency of \$214,662)	-	\$930,202	\$11,186,147

BACKGROUND

The OMS is the primary system for capturing, managing, and recording all the power outage events reported to LADWP through Customer Contact Center representatives or through the automated Interactive Voice Response. OMS delivers real-time tracking, analyzing, and grouping of all reported incidents and provides the number of affected customers. OMS integrates with MDS allowing the ET dispatchers to seamlessly dispatch routine and emergency outage incidents to the ET field crews. MDS allows field crews to capture all related events that occur in the field and report the status on the outage incident as progress is made. Together, OMS and MDS serve as the primary communication tools between the ET dispatchers and field crews for dispatching and restoring outage incidents safely, efficiently and reliably.

On March 13, 2018, the Board approved Resolution No. 018 168, awarding the Agreement to CGI, for a term of three years and an amount not to exceed of \$4,000,945. LADWP executed the Agreement with CGI Technologies and Solutions, Inc. and successfully implemented a major software upgrade that delivered enhanced system functionality allowing for more up-to-date outage information to be provided to customers during major storms.

On January 26, 2021, the Board approved Resolution No. 021 132, executing Amendment No. 1 to the Agreement, which extended the agreement term by five years, added scope, and increased the Agreement amount by \$6,255,000, for a not-to-exceed amount of \$10,255,945. Since Amendment No. 1 was approved, upgrades in OMS/MDS led to enhancements and integration with the Distribution Automation System. Other enhancements have been completed in Outbound Dialer, ET Website, OMS/Geographical Information System Integration, and OMS Database Hardware Migration.

Amendment No. 2 will address the mission critical objectives as outlined in LADWP's 2023-2026 Strategic Plan to improve customer service by accepting and applying customer inputs; to modernize infrastructure; and to promote open and transparent communication with our customers and stakeholders related to system outages.

Also, the lessons learned from recent storm events (e.g., Level 3 Wind and Rainstorm, Tropical Storm Hilary) in the Los Angeles area will be addressed by this Amendment to enable LADWP to better communicate with customers. Enhancements and upgrades will improve internal and public facing systems to provide clear, concise, and consistent power outage data, enhancing customer experience and satisfaction, and communication amongst the stakeholders.

Furthermore, this Amendment will enable the integration of new technologies such as Advanced Metering Infrastructure meters and Distribution Automation equipment to provide the critical data to allow LADWP to make more effective decisions in responding to power outage events in the future. As a result of the lessons learned during the February 2023 Electric Trouble Response Level 3 Storm, the Mayor and the City Council requested LADWP to transform the customer experience by improving key areas. This amendment will help facilitate this transformation.

CGI has performed satisfactorily under current and previous agreements.

City Administrative Officer Report

In accordance with the Mayor's Executive Directive No. 4, the City Administrative Officer's (CAO) Report was approved on July 25, 2025.

ENVIRONMENTAL DETERMINATION

Determine item is exempt pursuant to California Environmental Quality Act (CEQA) Guidelines Section 15060(c)(2). In accordance with this section, an activity is not subject to CEQA if it will not result in a direct or reasonably foreseeable indirect physical change in the environment. The amendment to an agreement for software maintenance services will not result in any direct or reasonably foreseeable indirect physical change in the environment; therefore, this activity is not subject to CEQA.

CITY ATTORNEY

The Office of the City Attorney reviewed and approved the Amendment and Resolution as to form and legality.

ATTACHMENTS

- Procurement Summary
- Resolution
- Amendment
- CAO Report

PROCUREMENT SUMMARY

1.	Recommended Vendor: CGI Technologies and Solutions, Inc.
2.	Procurement Type: Request for Sole Source Amendment
3.	Procurement Details: A. Contract Status: Amendment B. Bid Advertisement Date: N/A C. Pre-Bid Conference Date: N/A D. Number of Downloads of Solicitation: N/A E. Number of Bids/Proposals Received: N/A F. Protest Received: (Yes/No) N/A
4.	Buyer Assigned: Maurice Kim
5.	Contract Administrator: Matthew Kato
6.	LADWP System: Advanced Technologies Infrastructure
7.	Contact Person for Item: Nicholas Alexander

A. Evaluation Rating Summary of Proposals

Not applicable to the Amendment.

B. Evaluation of Amendment

CGI Technologies and Solutions, Inc. provided similar upgrades and enhancements in the past on the PragmaLINE project. This Amendment will have two separate phases of upgrades and enhancements where the cost for each phase is comparable to the past project. Therefore, the price is fair and reasonable.

C. Procurement History

Service/Item History – Number of Times Item or Service has been Procured					
Contract/ PO No.	Contractor	Term of Contract	Start Date	Ending Date	Contract Amount
47476	CGI Technologies and Solutions, Inc.	Eight Years	3/29/2018	3/28/2026	\$10,255,945
47145	CGI Technologies and Solutions, Inc.	Five Years	3/17/2013	3/16/2018	\$5,442,690

Vendor Experience – Number of Contracts Vendor had with LADWP During the Past 10 Years					
Contract/ PO No.	Contract Description	Term of Contract	Start Date	Ending Date	Contract Amount
47476	Outage Management System and Mobile Dispatch System Maintenance Program	Eight Years	3/29/2018	3/28/2026	\$ 10,255,945
47483	Work Management Information System Upgrade and Maintenance	Three Years	6/3/2018	6/2/2021	\$10,161,830
47112	Work Management Information System Upgrade and Maintenance	Three Years	6/03/2013	6/02/2018	\$10,995,860

47145	Outage Management System and Mobile Dispatch System Maintenance Program	Five Years	3/17/2013	3/16/2018	\$5,442,690
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D. Local Business Preference Program (LBPP)

Not applicable to the Amendment.

E. Additional Outreach Efforts Taken

Not applicable to the Amendment.

F. Small Business Enterprises (SBE)/Disabled Veterans Business Enterprises (DVBE)/Minority Business Enterprises (MBE)/Women Business Enterprises (WBE)/Other Business Enterprises (OBE) Participation

Not applicable to the Amendment. There were no subcontracting opportunities identified under this Agreement; however, CGI was encouraged to utilize SBE, DVBE, MBE, and WBE, and other firms where feasible.