



## CITY OF GLENDALE, CALIFORNIA REPORT TO THE CITY COUNCIL

### AGENDA ITEM

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Report: Software and Hardware Support Agreement with Minsait ACS, Inc. for Electric Supervisory Control and Data Acquisition (SCADA) System.

1. Motion authorizing the City Manager, or his designee, to enter into and execute a Software and Hardware Support Agreement with Minsait ACS, Inc. to provide uninterrupted software and hardware support, maintenance, and “as needed” engineering support for a not-to-exceed amount of \$546,636 for three years, with an option to extend for an additional two years for \$390,626 for a total not-to-exceed amount of \$937,262.

### COUNCIL ACTION

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**Item Type:** Action Item

**Approved for** November 1, 2022 **calendar**

### EXECUTIVE SUMMARY

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The current SCADA system, purchased from Minsait ACS, Inc., is used by GWP to operate the City’s electric system. The current SCADA system was selected through a competitive proposal process and commissioned in 2011, and has since been upgraded twice – the last upgrade being in 2020. The SCADA system was designed and configured as a custom SCADA system for GWP, thus, it requires continuous vendor maintenance and support by Minsait ACS Inc. to ensure proper operation.

The recommended Software and Hardware Support Agreement, including hours for “as needed” engineering support with Minsait ACS, Inc., will cost a total of \$546,636 for three years with an option to extend for an additional two years for \$390,626, for a total amount of \$937,262.

### COUNCIL PRIORITIES

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Infrastructure: The Support Agreement will help GWP to maintain a stable SCADA System for the system operators to provide safe, efficient, and reliable electric service to Glendale residents.

Environmental Stewardship: The SCADA Support Agreement will help GWP’s goal towards sustainable electric service via prompt fault location and subsequent quick service restoration.

## **RECOMMENDATION**

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Authorize the City Manager, or his designee, to enter into a Support Agreement with Minsait ACS, Inc. to provide uninterrupted software and hardware support, maintenance, and “as needed” engineering support for a not-to-exceed amount of \$546,636 for three years with an option to extend it for an additional two years for \$390,626, for a total not-to-exceed amount of \$937,262.

## **BACKGROUND**

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In 2007, the City issued a Request for Proposals (RFP) for the design and configuration of custom SCADA system for the City and through a competitive process selected Advanced Control Systems, Inc. (ACS).

In 2008, the City entered into a contract with ACS to purchase the SCADA system. The SCADA system comprised of Servers, Software, Node Terminal Units (NTU), Communication Network between NTUs and Servers, was commissioned in 2011. In 2014, the Council authorized the City Manager to enter into a new support agreement with ACS for three years, as well as authorized the upgrade of the SCADA Servers.

In 2018, the Council authorized the City Manager to enter into a Master Services Agreement (MSA) with ACS for a total of five years to upgrade SCADA software to PRISIM 11, upgrade operating system to RedHat 7.0, install Inter-Control Center Communication Protocol (ICCP) links to control centers of Burbank Water and Power and L.A. Department of Water and Power, provide hardware and multiple on-site trainings as well as maintenance of the SCADA system. ACS completed all the said tasks and upgrades in 2020. In collaboration with the Water Section, GWP also upgraded both Electric and Water SCADA servers prior to software upgrades. Due to the pandemic restrictions, the staff trainings were conducted remotely and completed in 2021.

On March 4, 2022, ACS corporation had a name change to Minsait ACS, Inc.

## **ANALYSIS**

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The power system operators at the Energy Control Center (ECC) operate GWP’s electric system around the clock using the SCADA system. This system is used to continuously monitor, obtain and record the status, obtain system operational data, and remotely operate the City’s electric system. The SCADA system provides system alarms indicating when GWP is experiencing an outage. In the event of a power outage or other problems, the SCADA system notifies the system operators and identifies the location of the outage or problem within the system. The current system was designed and configured as a custom SCADA system for GWP, and it requires continuous maintenance and support by Minsait ACS, Inc. to ensure proper operation. Therefore, having an ongoing Support Agreement with Minsait ACS, Inc., is one of the critical operational necessities for GWP.

The Agreement will cover the following:

- Software updates, features and fixes
- Support from Helpdesk
- 24 x 7 emergency help
- Security Patch Management - 25 nodes Quarterly
- Hardware Coverage - Minsait ACS, Inc. hardware only
- NTU Outstation support
- Training - Online; 1 complimentary course each year

GWP has been using ACS' SCADA system for almost a decade now, and has grown familiar with the system in addition to a rapport with ACS technical support. Many services utilize SCADA such as the Outage Management System (OMS), data transfer via ICCP link to LADWP for regulatory compliance, and to Burbank for Magnolia Power Plant dynamic generation scheduling, the PI System (software for data collection, archiving and analysis), and switching optimization. In addition, there are many stakeholders that monitor and acquire data from SCADA including our energy traders, system operators, field technicians, power plant operators, and engineers.

Minsait ACS' SCADA system is immersed and embedded in every aspect of GWP's power system. As stated earlier, the SCADA applications, software and servers have been upgraded in 2020 and staff has completed multiple trainings in 2021. To identify and select another SCADA vendor by RFP process and, in turn, replace the existing SCADA system will be very expensive and time consuming. Utilizing a different SCADA system will require retraining of the staff, re-installing all the services (OMS, PI, ICCP, etc.) and installing new hardware at substations. For the above mentioned reasons, it is recommended that GWP continue to use Minsait ACS's services.

Below is the cost breakdown analysis for the support agreement for five years.

Services:	Year 1	Year 2	Year 3	Year 4	Year 5
24/7 software and hardware Support and maintenance	\$142,712	\$142,712	\$142,712	\$151,275	\$160,351
As needed Engineering Support - Block of 200 Hours/year	\$ 39,500	\$ 39,500	\$ 39,500	\$ 39,500	\$ 39,500
Total per contractual year	\$182,212	\$182,212	\$182,212	\$190,775	\$199,851
Total (3-years and 5-Years)			\$546,636		\$937,262

## STAKEHOLDERS/OUTREACH

N/A

## FISCAL IMPACT

The total cost for the support agreement for five years is \$937,262, of which \$182,212 was approved as a part of the FY 2022-23 budget. Funding for future fiscal years will be appropriated in the annual budget process.

Existing Appropriation		
Amount	Account String	Funding Source
\$182,212	GL:43110-5820-GWP-4650	Electric Works Revenue Fund

## ENVIRONMENTAL REVIEW

N/A

## CAMPAIGN DISCLOSURE

In accordance with the City Campaign Finance Ordinance No. 5744, the following are the names and business addresses of the members of the board of directors, the chairperson, CEO, COO, CFO, Subcontractors and any person or entity with more than ten percent interest in the company proposed for contract in this agenda item report:

Full Name	Title	Business Address	City	State	Zip
Gabriel Machado	CEO	2755 Northwoods Pkwy.	Peachtree Corners	GA	30071
Ken Morgan	COO	2755 Northwoods Pkwy.	Peachtree Corners	GA	30071
Omar Elias	CFO	2755 Northwoods Pkwy.	Peachtree Corners	GA	30071
Vitor Crivorncica Jr.	Secretary	2755 Northwoods Pkwy.	Peachtree Corners	GA	30071

Ownership Interest in more than ten percent in **Minsait ACS, Inc.**

Full Name	Title	Business Address	City	State	Zip
North American T&D Group		1209 Orange Street	Wilmington	DE	19801

## **ALTERNATIVES**

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Alternative 1: Authorize the City Manager, or his designee, to execute a Support Agreement with Minsait ACS, Inc. as outlined above.

Alternative 2: Choose to not authorize the requested action which will leave the SCADA system without support until a new vendor is selected through a lengthy RFP process, and until a new SCADA system is installed by the vendor.

Alternative 3: Consider any other alternative not proposed by staff.

## **ADMINISTRATIVE ACTION**

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**Prepared by:**

Daniel Scorza, P.E., Chief Assistant General Manager - Electric

**Approved by:**

Roubik R. Golanian, P.E., City Manager

## **EXHIBITS / ATTACHMENTS**

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N/A