



CITY OF GLENDALE, CALIFORNIA REPORT TO THE CITY COUNCIL

AGENDA ITEM

Report: Professional Services Agreement with SurePower Consulting, LLC for Specialized Technical Staff Augmentation for Glendale Water and Power.

1. Motion authorizing the City Manager, or his designee, to enter into a Professional Services Agreement with SurePower Consulting, LLC, for a term of three years, to provide Specialized Technical Staff Augmentation to the Glendale Water and Power Utility Business Systems Section in an amount not to exceed \$496,200 per year, for a total not-to-exceed amount of \$1,488,600, with an option to renew the agreement for two additional one-year terms in a not to exceed amount of \$496,200 per renewal year.

COUNCIL ACTION

Item Type: Consent

Approved for June 6, 2023 **calendar**

EXECUTIVE SUMMARY

Specialized Technical Staff Augmentation has been a necessary component of the Glendale Water & Power (GWP) Utility Modernization Program since 2012. The staff augmentation will provide the technical expertise GWP needs to maintain and support software integrations on the Enterprise Service Bus, programming and software upgrades for an internal supported application that uses older technology, cyber security, and support and maintenance of an internal data warehouse. GWP does not currently have the required expertise, specialized skills, and experience needed for the ongoing technical support nor does the City have specific job titles.

GWP issued a Request for Proposals (RFP) to review and evaluate vendor effectiveness in providing specialized technical staff augmentation, and determined that SurePower Consulting, LLC (SurePower) met all the requirements. The contract with SurePower will cost \$496,200 per year, for three years, for a total not-to-exceed amount of \$1,488,600 with the option for two additional one-year terms at \$496,200 per year.

COUNCIL PRIORITIES

Infrastructure: The specialized staff augmentation will provide the technical experience GWP needs to maintain multiple software integrations, applications, and data that provide and maintain efficient and reliable utility services to GWP operations and utility customers.

RECOMMENDATION

Authorize the City Manager to execute a three-year Professional Services Agreement with SurePower to provide specialized staff augmentation to the GWP Utility Business Systems Support Section. The PSA will be in an amount not to exceed \$496,200 per year, for a three-year term for a total not-to-exceed amount of \$1,488,600; and to execute amendments renewing the PSA for up to two optional one-year terms; each of the renewal terms will be in an amount not to exceed \$496,200 per year.

BACKGROUND

As part of the ongoing Glendale modernization efforts and continued maintenance and support of the new systems, GWP is in need of continued specialized Information Technology (IT) professional support. The City does not currently have the personnel with the required expertise, specialized skills, and experience needed for the following positions:

- Integration Architect to provide ongoing technical support for the TIBCO Enterprise Service Bus (ESB) which currently supports 55 custom integrations with multiple operational and enterprise utility applications.
- Software Application Developer to support, maintain, upgrade, and provide new development for the internal homegrown Electric and Water mapping site which is an integral part of the electric and water operations.
- Cyber Security Analyst with specialized skills and experience in cybersecurity support and assessment.
- Personnel to provide ongoing support and maintenance of an internal data warehouse.

In January 2018, following a competitive RFP process, GWP hired SurePower Consulting, LLC to provide specialized staff augmentation support. After extending the contract for two additional years, the contract is set to expire on June 30, 2023. During this period, SurePower has provided valuable support in integration architecture, application development, data warehouse support and security consulting assessment.

In February of 2023, GWP issued an RFP for Specialized Technical Staff Augmentation to review and evaluate vendor effectiveness in providing three Full-Time Equivalent (FTE) supplemental staffing from 2023 to 2026 to augment existing staff to provide the consulting services in integration architecture, software development, data warehouse, security, and other services and support. GWP sought a proposer with proven experience in the municipal utility business and technical aspects of providing qualified resources to supplement existing staff.

The core technology support required may include, but is not limited to, the following:

Function	Activity
Application Analyst	Application Support for Utility Enterprise and ICS Systems including AMI
Security Analyst	Cyber security, Threat Detection, Penetration Testing, Assessment, and Incident Response
Data Analyst	Reporting, Querying, ETL, PL/SQL, Crystal Enterprise, and Data Warehouse administration and support
Systems Analyst / Engineer	VMware, Network, Domain, active directory, and server administration and support
Integration Architect	TIBCO Enterprise Service Bus, internal and external integrations using HAWK, EMS, REST API, SOAP: Java Script
Application Development	PI/SQL Server, ColdFusion, Java Script, HTML, IIS, Administration

The RFP was emailed to five prospective Specialized Technical Staff Augmentation vendors and was posted on the City's website. GWP received inquiries from 13 prospective vendors from the City's website RFP Bid Page and answered 50 additional questions from prospective proposers. Out of a total of 13 prospective vendors, only the following three submitted proposals:

1. Judge Technical Services Inc.
2. AllStem Connections Inc.
3. SurePower Consulting, LLC.

ANALYSIS

GWP has sought to engage a proposer with the knowledge, expertise, and experience to provide specialized technical staff augmentation with five years of experience working with a municipal utility. The RFP selection committee comprised of GWP personnel from Business System Support, Electric Engineering, and Customer Service, evaluated the proposals. The evaluation committee reviewed and rated each proposers using the following weight, score, and ranking matrix with the following results:

Total Ranking		Judge	AllStem	SurePower
Factor	Weight	Score	Score	Score
1. Qualifications and experience	25%	13.38	7.13	17.38
2. Reasonableness and quality of proposal	20%	13.17	11.50	13.00
3. Proposed methodology/approach	20%	13.40	10.60	12.20
4. Proposal Cost	20%	12.67	10.00	13.00
5. Ability to meet proposed schedule	15%	11.00	6.00	16.00
Total	100%	63.61	45.23	71.58

Estimated annual cost comparison is as follows:

Cost Comparison

Fiscal Year	Judge Tech Services Inc.	AllStem Connections Inc.	SurePower Consulting, LLC
	Annual Cost	Annual Cost	Annual Cost
FY 2023-2024	\$ 485,000	\$ 391,069	\$ 496,200
FY 2024-2025	\$ 485,000	\$ 391,069	\$ 496,200
FY 2025-2026	\$ 485,000	\$ 391,069	\$ 496,200
Total Annual Cost	\$1,455,000	\$1,173,207	\$1,488,600

Upon review of the proposals, the RFP selection committee recommended the selection of SurePower to provide Specialized Technical Staff Augmentation services for GWP.

Although AllStem's annual costs are less than the other two proposers' rates, the specialized expertise for the resources that AllStem proposed did not meet GWP's requirements and lacked the necessary experience with the technology GWP requires to support the TIBCO ESB, Coldfusion and Dreamweaver to support our internal Electric and Water Mapping site and Data Warehouse expertise. Judge Technical Inc. was a contender, and their hourly rates and experience were comparable to SurePower with only a 2.3% difference in cost. However, SurePower has proven their experience serving GWP's needs for many years and will be ready to begin on July 1, 2023. Judge Technical Inc. would take several months of onboarding to get up to speed.

SurePower was incorporated in 2008 as a professional services and staff augmentation firm specifically focused on the technologies, security, and related disciplines associated with utility modernization. Over the past 15 years, SurePower has been a Tier-1 provider of specialized talent and subject matter expertise in the utility spectrum. SurePower has assigned over 800 consultants to over 120 municipalities and utility organizations, including Pacific Gas and Electric, LADWP, GWP, and the City of Glendale's Information Technology Department.

SurePower has provided eleven years of successful well qualified staffing resources to GWP with the technical expertise and experience specific to the utility organization and has demonstrated its ability and commitment to continue to meet GWP's expectations.

GWP implemented technology and systems that have significantly transformed the utility and its personnel, creating a positive impact on utility operations and customer satisfaction. As a result, GWP modernized its grid technology by integrating Advanced Metering Infrastructure (AMI), outage management system, distribution monitoring, industrial control systems, enterprise data management systems and various customer engagement programs to support present-day interaction with its water and power customers. The professional services to provide GWP with Specialized Technical Staff Augmentation will provide the needed technical skills to maintain reliability, stability, security, and support the implementation and integrations of new technology for GWP and its customers.

Project Description:	Specialized Technical Staff Augmentation for GWP			
RFP Approved:	Dorine Martirosian, Principal Assistant City Attorney Craig Kuennen, Assistant General Manager - Business Services			
Advertisement Method:	City Website RFP Bid Page and direct email to five vendors			
RFP Issued:	February 22,2023			
RFP Due Date:	March 24, 2023			
Company Name(s) and Proposal Amount(s):	Services/Hours	Judge Tech Services Inc	AllStem Connections Inc.	SurePower Consulting, LLC
		Annual Cost	Annual Cost	Annual Cost
	FY 2023-2024	\$ 485,000	\$ 391,069	\$ 496,200
	FY 2024-2025	\$ 485,000	\$ 391,069	\$ 496,200
	FY 2025-2026	\$ 485,000	\$ 391,069	\$ 496,200
	Total Annual Cost	\$1,455,000	\$1,173,207	\$1,488,600

Selection Criteria (If SS, list applicable Provision):	CRITERIA COMPONENT		WEIGHT
	Proposer's qualifications and experience		25%
	Reasonableness and quality of the proposal		20%
	Proposed methodology/Approach		20%
	Proposal Cost		20%
	Ability to meet proposed schedule and budget estimates		15%
Consultant(s):	SurePower Consulting, LLC		
New / Existing Consultant(s):	Existing		
Procurement Method (RFP / SS):	RFP		
Contract Term:	Three years with the option for two additional one-year terms		
Project Begins:	July 1, 2023		
Project Ends:	June 30, 2026		
Change Orders (When Applicable)			
Company name:			
Original Approved Contract Amount:			
Approved Contingency:			
Change Order History:			
This Change Order (Increase):			
New Contract Total (If Approved):			

STAKEHOLDERS/OUTREACH

Not Applicable.

FISCAL IMPACT

The proposed cost for professional services to be rendered by the consultant is for a total not-to-exceed amount of \$496,200 per year for three years totaling to \$1,488,600, with the option for two additional one-year terms, at \$496,200 per year, starting FY 23-24. Funding for the agreement is being proposed as a part of the Glendale Water and Power Department's FY 23-24 budget.

Existing Appropriation		
Amount	Account String	Funding Source
\$468,000	78% GL:43110-5820-GWP-4521-P0000	Electric Works Revenue Fund
\$132,000	22% GL:43110-5920-GWP-4521-P0000	Water Works Revenue Fund

Funding for future (renewal) years will be requested as a part of the annual citywide budget process.

ENVIRONMENTAL REVIEW

This item is considered a ministerial activity and is not a project for the purposes of California Environmental Quality Act (CEQA) and therefore is not subject to CEQA review.

CAMPAIGN DISCLOSURE

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 10% interest in the company proposed for contract in this Agenda Item Report are attached in Exhibit 1, in accordance with the City, in accordance with the City Campaign Finance Ordinance No. 5744.

ALTERNATIVES

Alternative 1: Approve the staff recommendation and authorize the City Manager, or his designee, to enter into a PSA with SurePower Consulting, LLC to continue providing GWP with specialized technical staff augmentation.

Alternative 2: Not authorize the PSA which will cause GWP to not have continuous support of its enterprise service bus, data warehouse, and electric and water mapping application.

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

ADMINISTRATIVE ACTION

Prepared by:

Scott Mellon, GWP Assistant General Manager – Power Management
Michelle Nall, Utility Business System Support Administrator

Approved by:

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

EXHIBITS / ATTACHMENTS

Exhibit 1: Campaign Finance Disclosure for SurePower Consulting, LLC