OPERATIONAL DATA MANAGEMENT SYSTEM PROJECT UPDATE AND 5-YEAR EXTENSION OF ENTERPRISE AGREEMENT WITH OSISOFT, LLC.

Riverside Public Utilities

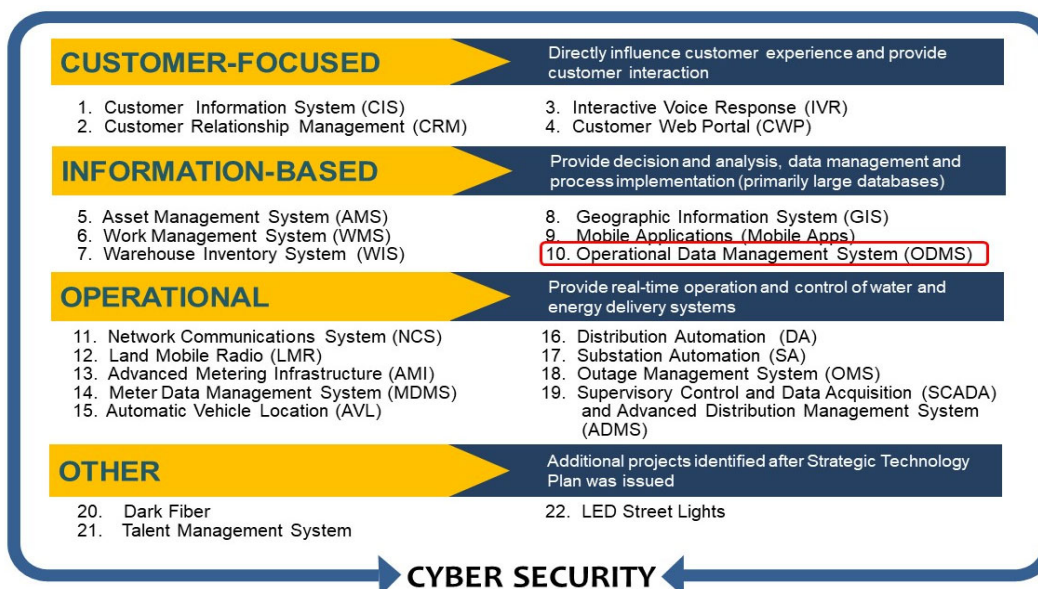Board of Public Utilities
June 14, 2021

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BACKGROUND – STRATEGIC TECHNOLOGY PLAN

CUSTOMER-FOCUSED — Directly influence customer experience and provide customer interaction

1. Customer Information System (CIS)
2. Customer Relationship Management (CRM)
3. Interactive Voice Response (IVR)
4. Customer Web Portal (CWP)

INFORMATION-BASED — Provide decision and analysis, data management and process implementation (primarily large databases)

5. Asset Management System (AMS)
6. Work Management System (WMS)
7. Warehouse Inventory System (WIS)
8. Geographic Information System (GIS)
9. Mobile Applications (Mobile Apps)
10. Operational Data Management System (ODMS)

OPERATIONAL — Provide real-time operation and control of water and energy delivery systems

11. Network Communications System (NCS)
12. Land Mobile Radio (LMR)
13. Advanced Metering Infrastructure (AMI)
14. Meter Data Management System (MDMS)
15. Automatic Vehicle Location (AVL)
16. Distribution Automation (DA)
17. Substation Automation (SA)
18. Outage Management System (OMS)
19. Supervisory Control and Data Acquisition (SCADA) and Advanced Distribution Management System (ADMS)

OTHER — Additional projects identified after Strategic Technology Plan was issued

20. Dark Fiber
21. Talent Management System
22. LED Street Lights

CYBER SECURITY

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BACKGROUND

1. All divisions within RPU rely on data to make operational and fiscal decisions

2. Thousands of data points are collected daily

3. RPU recognized need to move away from storing data in various formats and disparate systems

4. In response to need, Board of Public Utilities approved OSIsoft Pi System to serve as ODMS for entire utility (April 2016)

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WHAT IS THE OSI PI SYSTEM?

1. Serves as a "data hub" or central data repository

2. Integrates previously nonintegrated data from disparate systems

3. Provides an enhanced analytics platform that utility can leverage to improve operational performance

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WHAT IS THE OSI PI SYSTEM? (Cont'd)

4. Allows managers and staff to:

   a. Collect, analyze, visualize and share large amounts of historical, real-time, and time series operational data

   b. Manage and share large amounts of data across multiple systems and workgroups

   c. Transform data into meaningful information through dashboards and reports to drive critical business decisions
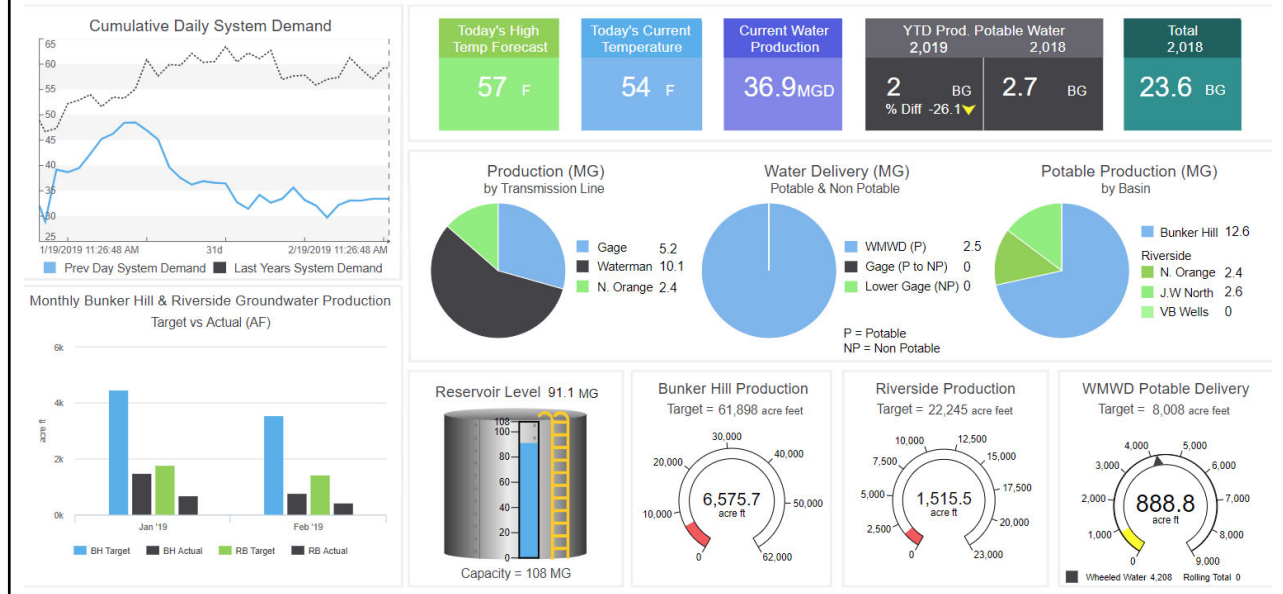
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PI SYSTEM – DATA HUB
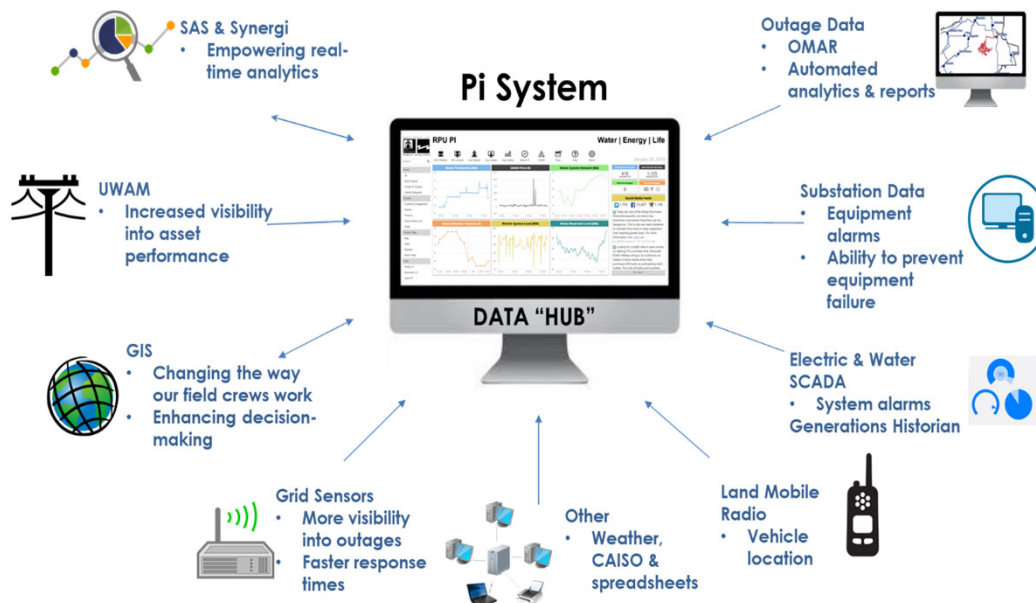
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PI DASHBOARD EXAMPLE

RETURN ON INVESTMENT (ROI)

1. As of last report to Board (6/10/19), RPU had achieved an ROI of over $673,000 per year

2. Since then, RPU has achieved an additional ROI of over $640,000 per year

3. Total combined annual ROI is now over $1.3M per year

4. This far surpasses annual enterprise service cost of OSI Pi system

IMPLEMENTATION COST

1. RPU has invested $4,907,000 into implementing and deploying the Pi System, which includes:
    a. Hardware and software
    b. OSIsoft enterprise license and services agreement
        i. Annual services fee averaged $298,210 per year through July 2021
    c. City IT labor to support back-end implementation
    d. Professional contract services as "extension-of-staff"

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FISCAL IMPACT

1. Staff is requesting renewal of the enterprise agreement with OSIsoft for an additional 5-year term, through August 14, 2026.

2. Average annual cost for the new 5-year term is $242,466 per year, for a total of $1,212,333, which includes:
    a. Software licensing
    b. Services/technical support
    c. Learning and event vouchers

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FUTURE DEVELOPMENT

RPU plans to continue developing and expanding the use of the Pi system for additional operational benefits, efficiencies, and ROI including:

1. New dashboards and reports using the data from existing integrations
2. New integrations as new operational systems are procured
3. Integration with enQuesta Customer Information System
4. Integration with Advanced Meter Infrastructure / Meter Data Management System

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RECOMMENDATION

That the Board of Public Utilities:

1. Approve an Amendment to the Enterprise Program Agreement with OSIsoft, LLC., for PI software license and services to extend the term through August 14, 2026 in the amount of $1,212,333; and

2. Authorize the City Manager, or his designee, to execute the Amendment with OSIsoft, LLC, including making minor and non-substantive changes.

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