



Commission Staff Report

COMMISSION MEETING DATE: August 25, 2022

SUBJECT: SpryPoint Services Inc. – Five Year Multi-Task Consulting Services Agreement for Cloud-Based Enterprise Solutions; Applicable to the Northern California Power Agency (NCPA), NCPA Members, Southern California Public Power Authority (SCPPA), and SCPPA Members

AGENDA CATEGORY: Consent

FROM:	Monty Hanks Assistant General Manager/CFO	METHOD OF SELECTION:	Competitive Pricing Process
Division:	Administrative Services		
Department:	Information Services		

IMPACTED MEMBERS:			
All Members	<input checked="" type="checkbox"/>	City of Lodi	<input type="checkbox"/>
Alameda Municipal Power	<input type="checkbox"/>	City of Lompoc	<input type="checkbox"/>
San Francisco Bay Area Rapid Transit	<input type="checkbox"/>	City of Palo Alto	<input type="checkbox"/>
City of Biggs	<input type="checkbox"/>	City of Redding	<input type="checkbox"/>
City of Gridley	<input type="checkbox"/>	City of Roseville	<input type="checkbox"/>
City of Healdsburg	<input type="checkbox"/>	City of Santa Clara	<input type="checkbox"/>
		City of Shasta Lake	<input type="checkbox"/>
		City of Ukiah	<input type="checkbox"/>
		Plumas-Sierra REC	<input type="checkbox"/>
		Port of Oakland	<input type="checkbox"/>
		Truckee Donner PUD	<input type="checkbox"/>
		Other	<input type="checkbox"/>
<i>If other, please specify</i>			

RECOMMENDATION:

Approve Resolution 22-97 authorizing the General Manager or his designee to enter into a Five-Year Multi-Task Consulting Services Agreement with SpryPoint Services Inc. for cloud-based enterprise solutions, with any non-substantial changes recommended and approved by the NCPA General Counsel, with a not to exceed of \$1,000,000, for continued use at all facilities owned and/or operated by NCPA, NCPA Members, the Southern California Public Power Authority (SCPPA), or SCPPA Members.

BACKGROUND:

SpryPoint is considered a leading provider of enterprise Software as a Service (SaaS) solutions to the utility industry and is now a Hometown Connections partner. Founded in 2011, its mission is to help utilities improve Customer Service and Operations by leveraging the technological advances of the last decade. They help utilities execute mobile strategies, improve operations, and engage customers through business automation. SpryPoint's Mobile Field Service and Work Orders and Asset Management modules are key components of the company's cloud-based platform designed to help utilities improve customer service and operations.

The SpryMobile Field Service module puts real-time data into the hands of field technicians who can receive and update service orders on a tablet, phone, or laptop while in the field. When a service order is created or changed in the utility's back office, field service technicians receive those updates in near real-time. When the order has been completed, the back-office staff is notified immediately.

SpryMobile's Work Orders and Asset Management module provides a method of centralized work oversight to help utilities track, maintain and optimize their assets and equipment. Due to current supply chain issues, electric utilities see an increasing need to extend the life of vital system components. SpryMobile provides a streamlined process to manage preventive, corrective, and ad-hoc work orders specific to individual assets or groups of assets.

SELECTION PROCESS:

Hometown Connections (HCI) issued a Request for Proposals (RFP#:HCI_WAM_MWF_RFP_1925) soliciting best-of-breed solutions regarding work order and asset management products. HCI received 3 responses from the following firms:

- MPower Innovations
- PSD Software
- SpryPoint Services

Assisting HCI in the review, interview, and selection process including staff from NCPA, Alameda Municipal Power, and other HCI members. After a thorough evaluation and discussion, the panel selected SpryPoint.

FISCAL IMPACT:

Upon execution, the total cost of the agreement shall not exceed \$1,000,000. Purchase orders referencing the terms and conditions of the agreement will be issued following NCPA procurement policies and procedures.

ENVIRONMENTAL ANALYSIS:

This activity would not result in a direct or reasonably foreseeable indirect change in the physical environment and is therefore, not a “project” for purposes of Section 21065 the California Environmental Quality Act. No environmental review is necessary.

COMMITTEE REVIEW:

The draft Agreement will be presented at the August 24th L&R Committee meeting seeking a recommendation of Commission approval.

Respectfully submitted,

RANDY S. HOWARD
General Manager

Attachments:

- Resolution 22-97
- Five-Year Multi-Task Consulting Services Agreement with SpryPoint Services Inc.