

Information Technology, IT Initiatives and Contracting

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Putting Customers First 

www.ladwp.com

About LADWP

- Largest municipal utility
- 1.2 million power customers + 800,000 water customers
- Approx. \$5B in annual revenue
- Nearly 10,000 employees
- Facilities in-basin, in Owens Valley & out-of-state



The ITS Strategic Plan

Mission: The Information Technology Services Division enables LADWP to implement and maintain secure, reliable, innovative and effective technology solutions and infrastructure.



The ITS Strategic Plan

Three Year Goals:

- Secure, protect and maintain IT infrastructure and data
- Align our technology roadmap processes, people and resources to help divisions achieve their goals
- Attract, develop and retain a professional high-quality, IT workforce
- Adopt new technologies to improve business operations



Staffing & Budget

- 487 funded positions
- FY 17/18 Annual Approved Budget: \$156M
 - Capital: \$69M
 - O&M and Services: \$70.6M
 - S&E: \$16.4M



Infrastructure

Communications

- LADWP Telephone Network
- LADWP 900 MHz Radios
- Low Band/VHF Radios
- Fiber Optic Enterprise
- Microwave Networks
- Video Surveillance & Access Control
- Call Center Infrastructure with IVR, Voice Recognition and Call Recording handles an average of 12,000 calls per day



Infrastructure

Systems

- Workstations and Laptops
- Servers
- Storage
- Database Management
- Print Center
- Main Data Center and Disaster Recovery Data Center



Applications

Corporate and Line of Business Systems: 100+ applications

- Financial - budget, payroll, & human resources
- Geographic Information (GIS)
- Retirement System
- Asset and work management
- Real Estate
- Purchasing, receiving, invoice processing and accounts payable
- Timekeeping
- Intranet, IT service request, document and records management
- Reports and analytics aka business intelligence
- Workers Comp, Occupational Health, SCADA, etc.



Major Business-Driven Initiatives

- Smart Meters
- Financial ERP
- Energy Imbalance Market
- Customers Service/Engagement/Management
- Safety & Safety Training
- Queue Management System for Customer Service
- AV Upgrade of our Board Chambers



Major Technology-Driven Initiatives

Cyber/IT Security

- Two Factor access to corporate services
- Personal email blocking
- Mobile Device Management

Business Enablement

- Office365 pilot
- Data Governance
- Data Center Move
- Mobile Device Management



Major ITS Organization Initiatives

- Created a new CISO position
- Created a new Assistant CIO position
- Succession Planning
- Aggressive hiring activities



ITS Succession Planning & Hiring Activities

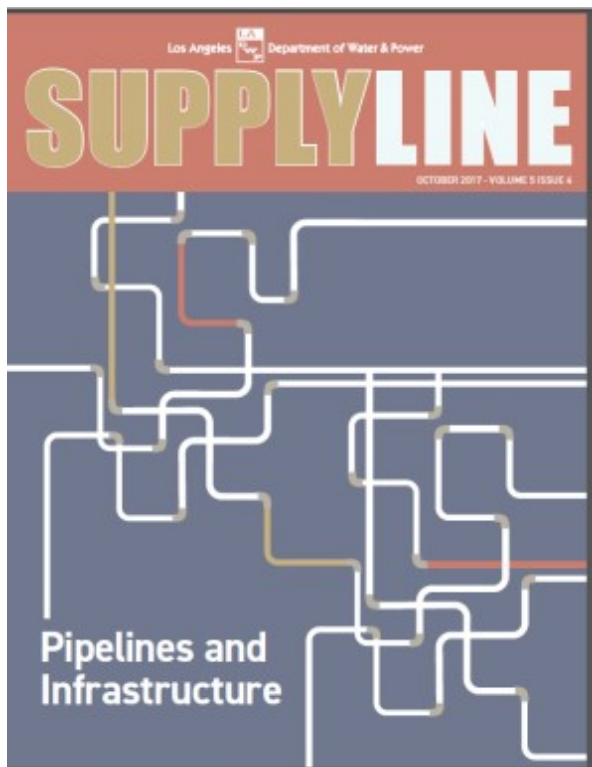


Doing Business with LADWP



www.ladwp.com

Upcoming Contract Opportunities



ersp.ladwp.com

Request-Solicit-Procure eRSP
www.ladwp.com/ersp

Electronic Request-Solicit-Procure System
WE'RE WORKING FOR L.A.!

Welcome LADWP Business Partners

Welcome to the Los Angeles Department of Water and Power's (LADWP) Electronic Request-Solicit-Procure System (eRSP). eRSP provides LADWP business partners (i.e. vendors) access to the latest bid opportunities being published by LADWP.

All interested LADWP vendors can browse the eRSP website for bid opportunities via the "Browse Opportunities" option to the left:

Announcements

eRSP Vendor Training Sessions

LADWP is providing vendor training sessions on preparing and submitting bid responses using the eRSP system. These training sessions will be conducted:

Training Date and Time:	Wednesday, October 4, 2017 - 9:00 am to 10:30 am
Location:	Online via Webinar
Registration is required	Email: purchbids@ladwp.com

User Guides

- [Vendor Registration Guide \(PDF\)](#)
- [Vendor Registration Guide \(Online\)](#)
- [Bid Browsing Guide \(PDF\)](#)
- [Electronic Bidding Guide \(PDF\)](#)
- [Electronic Bidding Guide \(Online\)](#)
- [Advanced Electronic Bidding Guide \(Online\)](#)

Registered Vendor Login:

Username:
 Password:
[Forgot Password/Username?](#)

Browser Recommendation:

To utilize the eRSP website's full functionality, we recommend using either Internet Explorer 10+ or Firefox 45+. Using other browsers (e.g. Safari, Google Chrome, Edge, etc.) could prevent users from completing the online bidding process.

[Browse Opportunities](#)

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Upcoming Contract Opportunities

- Maintenance and Support of IVR System
- DR Print to Mail
- Motorola P25 Radio System Maintenance and Services
- Computer Hardware and Maintenance
- HP Extreme Support and Training
- Maximo Applications Maintenance and Enhancements
- Fiber Optic Cable and Innerduct
- Microsoft Premier Support Services
- Relocation of Hardware to the new Data Center

Upcoming Contract Opportunities

- Ricoh Printer hardware and software purchase and maintenance
- Paper, Dye and Ink contracts
- IBM Software Licenses and Maintenance
- Professional Services to acquire an Operations Support System for Fiber Optic group
- Telecommunication Services Pricing Survey for Fiber network services
- Net Insight Video Transport Equipment
- Juniper Network Hardware
- Financial ERP and HR – through Corporate PMO
- Advanced Metering Infrastructure – through Corporate PMO



Questions?

