AGENDA ITEM EXECUTIVE SUMMARY

Agenda Item:	Consider draft resolution awarding bid for the Electric Utility Outage Management System to Milsoft Utility Solutions.
Presenter & Title:	Hal Wright – Superintendent of Electrical Services
Date:	January 14, 2019

Please Check Appropriate Box:

X	Committee of the Whole Meeting		Special Committee of the Whole Meeting
X	City Council Meeting		Special City Council Meeting
	Public Hearing		Other -

Estimated Cost: $ 65,000	Budgeted? _X__ Yes ____ No	Other Funding? ____ Yes ____ No

If "Other Funding," please explain how the item will be funded:

Executive Summary:

The Electric Division previously took delivery of a Geographic Information System (GIS) as the first step in updating system information to a digital platform. The Outage Management System (OMS) is the second step in the process.

Two companies responded to the Bid for the OMS system and the amounts were as follows:

Bidder	Amount
Milsoft	$ 65,000.00
Advanced Control System	$140,700.00

The cost discrepancy is largely due to Advanced Control System's requirement to build a "model" of the system. This work was previously done by Milsoft for the GIS project and will not need to be repeated for the OMS project.

Attachments: *(please list)*

- Resolution
- Memo from Superintendent Wright
- Bid Package and Acceptance Form

Voting Requirements:

This motion requires 6 affirmative votes for passage.

The Mayor may vote on three occasions: (a) when the vote of the aldermen or trustees has resulted in a tie; (b) when one half of the aldermen or trustees elected have voted in favor of an ordinance, resolution, or motion even though there is no tie votes; or (c) when a vote greater than a majority of the corporate authorities is required by state statute or local ordinance to adopt an ordinance, resolution, or motion.

Recommendation / Suggested Action: *(how item should be listed on agenda)*

Award bid to Milsoft Utility Solutions for the purchase and integration of an Outage Management System for the Electric Division in an amount not to exceed $65,000.00.

RESOLUTION NO. 2019-05

RESOLUTION AUTHORIZING EXECUTION OF
Award bid to Milsoft Utility Solutions for the purchase and integration of an Outage Management System for the Electric Division in an amount not to exceed $65,000.00.

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF GENEVA, KANE COUNTY, ILLINOIS, as follows:

SECTION 1: That the Mayor is hereby authorized to award, on behalf of the City of Geneva, the bid to Milsoft Utility Solutions for the purchase and integration of an Outage Management System for the Electric Division, the form attached hereto.

SECTION 2: This Resolution shall become effective from and after its passage as in accordance with law.

PASSED by the City Council of the City of Geneva, Kane County, Illinois, this 22nd day of January, 2019

AYES: __ NAYS: __ ABSENT: __ ABSTAINING: __ HOLDING OFFICE: __

Approved by me this 22nd day of January, 2019.

_____
Mayor

ATTEST:

_____
City Clerk

PUBLIC WORKS DEPARTMENT
MEMORANDUM

January 7, 2019

Memo To: Mayor Burns and the Committee of the Whole

From: Hal Wright, Superintendent of Electrical Services

Re: Recommendation to award the bid for an Electric Utility Outage Management System to Milsoft Utility Solutions.

The Electric Division previously set a goal of digitizing the system information and changing the way this information is used and displayed for Electric Division staff, other users in City Government and the Public.

The first step of this plan was to enhance our existing Geographical Information System (GIS) by building an intelligent network model within it. This work was completed in 2018 with the delivery of Milsoft Utility Solutions WindMilMap product.

The next step in the plan is to purchase and integrate an Outage Management System (OMS). An OMS is functionally a user-friendly interface for combining the intelligent network model data and our existing Customer Information System data to provide real time information to support operations. The OMS will simplify data entry and tracking of outage events with a system that will display that information geographically. It will also automate outage tracking and reporting steps currently performed by staff via paper outage cards and manual data entry at Public Works. With the OMS, staff will be able to query outage data for a particular address or query power quality problems. Additionally, city staff will be able to display and view outages while they are occurring.

The OMS will allow “real time” monitoring of system status across different platforms. Currently, staff uses a large manual pin board to indicate switch status and power flow. The OMS will be able to display this information on digital maps available via computers or tablets used in the office or out-in-the field. It will also allow field personnel to access electric service data remotely. They currently

have to phone the office for this information or wait to look up the information after returning to Public Works.

Outage information can also be configured to be “outward” facing, allowing the citizens of Geneva access to real time outage information in the future. This information is scalable to protect customers’ information while also passing along important information.

A Request for Proposal was posted and 2 companies responded. Geneva asked for proposals to integrate the OMS system, CIS system and various other information systems utilized by the city.

The following companies responded:

	Price	Integration and training	Total Price
Milsoft Utility Solutions	$50,000.00	$15,000.00	$65,000.00
Advanced Control System	$50,000.00	$90,700.00	$140,700.00

Staff feels the prices quoted are fair and reflect the market for OMS systems, even though only two companies responded. The difference in prices reflects the work that ACS would have to perform to adapt our model of the electric system and to integrate with our GIS system.

Staff Recommendations:

Based on the above requirements, it is staff’s recommendation to award the bid to Milsoft Utility Solutions for the purchase, integration and deployment of an OMS system for an amount not to exceed $65,000.00.

Cc: Stephanie Dawkins, City Administrator
Rich Babica, Director of Public Works
Aaron Holton, Manager of Electric Operations
Jennifer Hilkemann, Manager of Distribution Construction &Maintenance
Kirk Landberg, Purchasing & Inventory Coordinator

MILSOFT
Utility Solutions
4400 Buffalo Gap Road • Suite 5150 • Abilene, TX 79606
www.milsoft.com • info@milsoft.com • 800.344.5647

City of Geneva Electric Department

RFP for

Outage Management System

MILSOFT
Utility Solutions

September 4, 2018

City of Geneva Electric Department
Mr. Aaron Holton - Manager of Electric Operations
22 South First Street
Geneva, IL 60134

RE: RFP – Outage Management Systems – Milsoft Response

Mr. Holton,

We are pleased to submit Milsoft's response and proposal for the City of Geneva Electric Department RFP referenced above.

Milsoft has reviewed the requirements for this project, and we believe that our Milsoft DisSPatch Outage Management System will meet or exceed those requirements.

Milsoft is a proven utility solution provider of over 25 years of experience, with more than 1,000 software systems now in daily use by our utility customers across the United States. Our business philosophy sets customer support as a top priority. Our DisSPatch OMS is a mission critical system for our customers, and we provide 24/7/365 live support. When our customers need us the most, we're there with unlimited remote user and technical support. For some solution vendors, the installation of the systems is the end of the relationship. At Milsoft, we consider that step the very beginning.

For the purposes of this RFP response, the primary and secondary Milsoft contacts will be as follows:

David Pittman, Region Account Manager
Office (325) 695-1642, Fax (325) 690-0338
david.pittman@milsoft.com

Randy Carlson, Director of Operations
Office (325) 695-1642, Fax (325) 690-0338
randy.carlson@milsoft.com

Milsoft appreciates the opportunity to submit this response, and we look forward to your favorable review. We hope to have the pleasure of presenting demonstrations of the power and value available from this solution, and to learn how we may serve the City of Geneva Electric Department and this important project.

Sincerely,

Adam Turner
CEO, Business Operations

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City of Geneva Electric Department
RFP for Outage Management System

Milsoft Profile

Company Headquarters
Milsoft Utility Solutions, Inc.
4400 Buffalo Gap Road, Suite 5150
Abilene, Texas
Telephone: (325) 695-1642
Toll Free : (800) 344-5647
Fax : (325) 690-0338
www.milsoft.com

Contacts
Region Account Manager – **David Pittman**
Telephone: (325) 695-1642
Email: david.pittman@milsoft.com

Director of Operations – **Randy Carlson**
Telephone: (325) 695-1642
Email: randy.carlson@milsoft.com

Company Background:
Milsoft Utility Solutions, Inc. is an industry leading provider of engineering and operations software solutions designed specifically for electric utilities. A privately held company incorporated in 1989 with offices in Abilene, Texas and Pensacola, Florida, Milsoft's core business is engineering and operations (E&O) software development, deployment, interactive voice response communications, and the ongoing support of our customers. Because Milsoft caters primarily to electric utilities, our solutions meet the unique needs of this industry segment in ways that no competing product can.

Milsoft provides the following software solutions:

- ***DisSPatch® Outage Management System***
- ***Milsoft Interactive Voice Response System***
- ***WindMilMap GIS***
- ***Milsoft Field Engineering***
- ***WindMil® Engineering Analysis***

Milsoft has a present customer base in excess of 1,000 electric utilities, universities, consulting engineers and military installations, including:

- ***220+ DisSPatch Outage Management Systems***
- ***275+ Interactive Voice Response systems***
- ***210+ WindMilMap GIS systems***
- ***50+ Call Center and Hosted IVR services deployments***
- ***30+ Milsoft Field Engineering staking and design solutions***
- ***900+ WindMil Engineering Analysis***

Our staff of over 100 dedicated employees ensures that our customers receive the best products and support services available in our markets, which is reflected in our virtually zero annual customer churn rate.

City of Geneva Electric Department
RFP for Outage Management System

Milsoft Utility Solutions - Executive Summary

Milsoft is pleased to present our response to City of Geneva Electric Department RFP for Outage Management System solutions.

Milsoft has served the electric utility industry at large for over 26 years. Selecting Milsoft ensures a true vendor partner, with a best-of-breed reputation (over 1200 utilities in service) and most importantly, a partner that will bring best business practices in deploying solution(s) that create an amazing customer experience. Milsoft also has a long and established successful deployment and integration track record with our business partners and customers. Selecting Milsoft as your OMS solution provider represents a known quantity and a success based strategy.

Our proposal & solutions will meet the current and future needs of the City of Geneva Electric Department electric for distribution system outage management and customer communications. Regardless of the size of the utility or their needs today, Milsoft is a "right fit / right choice" and we stand ready to serve your members technology solutions team.

Milsoft understands the utility business, and has the depth of experience to be a proven entity. We will provide the highest levels of customer experience by deploy the chosen solutions on schedule and within budget, and we'll bring our very best business practices to City of Geneva Electric Department.

To meet the requirements of this Invitation to Bid, Milsoft proposes to provide some or all of the following products and services:

- **DisSPatch Outage Management System**
- **Integration Services**
- **Installation and Training Services**

If selected, Milsoft will work closely with the City of Geneva Electric Department designated project team to establish the critical project milestones, work processes, and roles / responsibilities necessary to ensure that goals are achieved for a successful and timely deployment. With a highly qualified and experienced Project Manager and staff, Milsoft will take the lead in providing a quality installation, achieve required integrations, and provide training for the City of Geneva Electric Department designated staff.

Our only goal is to ensure our Customers total satisfaction. We look forward to any opportunity to demonstrate the power and value of Milsoft's Outage Management solution.

CITY OF GENEVA ELECTRIC DEPARTMENT
1800 SOUTH STREET
GENEVA, IL 60134

SPECIFICATIONS AND CONTRACT DOCUMENTS

ELECTRIC UTILITY ~~GEOGRAPHIC INFORMATION SYSTEM~~

OUTAGE MANAGEMENT SYSTEM

Bid Opening:	10:00 A.M.	Monday, September 10, 2018
Bid Deposit:	NOT REQUIRED	
Performance Bond:	NOT REQUIRED	
Specifications:	Attached	
Return Bids To:	City Administrator City of Geneva 22 South First Street Geneva, IL 60134	

Please Mark the Return Envelope and specify the:

1. Bid Opening Date & Time
2. Title of Job

For Additional Information regarding bid, contact:

Aaron Holton
Manager of Electric Operations
City of Geneva Electric Department
1800 South Street
Geneva, IL 60134
630-232-1503

Please submit entire document in duplicate intact.

CITY OF GENEVA
GENEVA, IL

ELECTRIC UTILITY OUTAGE MANAGEMENT SYSTEM

ADDENDUM #1

Milsoft: Received and acknowledged.

The attention of bidders is called to the following changes, clarifications and/or additions/deletions to the original contract specifications and drawings and they shall be taken into account in preparing proposals and shall be part of the Contract Documents:

REVISION

The bid opening date has been changed to Monday September 10, 2018 at 10:00 am.

Bidders shall acknowledge this Addendum #1 in the Offer to Contract.

Aaron Holton
Manager of Electric Operations
City of Geneva

Thursday, August 9, 2018

NOTICE – Read and understood

DUPLICATE sealed BIDS submitted in a sealed envelope with the words "Proposal Electric Utility Outage Management System" marked on it, will be received by the City of Geneva , Illinois, until 10:00 A.M, , Tuesday, September 4, 2018, at the Office of the Administrator, City of Geneva, 22 South First Street, Geneva, Illinois, 60134.

This work shall be done in accordance with the specifications of the City of Geneva.

Contractors and Subcontractors shall pay not less than the prevailing Rate of Wages as found by the Department of Labor or as are determined by the Court of Appeal, Kane County, to all laborers, workman, and mechanics performing work under the Contract. A signed certification stating the above as well as the fact that the bidder is not barred from bidding as a result of a violation of either Section 33E-3 or 33E-4 of Chapter 720, Illinois Compiled Revised Statutes, [720 ILCS 5/33E-3 and 5/33E4 (2017)].

The City reserves the right to defer acceptance of any proposal for a period not to exceed (60) days after the date bids are received.

The City of Geneva reserves the right to reject any or all bids and waive technicalities.

Bid packages are available for download at the City of Geneva's website https://www.geneva.il.us/bids.aspx or by contacting Aaron Holton, Manager of Electric Operations, City of Geneva, 1800 South Street, Geneva, IL 60134, or by calling 630-232-1503.

The City of Geneva, Illinois Stephanie Dawkins
City Administrator August 9, 2018

To be published in the Kane County Chronicle on the following date:
Thursday, August 9, 2018

INSTRUCTIONS TO BIDDERS – Read and understood

Bids shall be submitted to the City Administrator, City of Geneva, 22 South First Street, Geneva, IL 60134.

Bids shall be in sealed envelopes clearly marked as to what the bid pertains to as well as time and date of bid opening. Return address should be on outside of bid envelope.

Bids shall be submitted in DUPLICATE to the City of Geneva. At least one copy of the bid shall be unbound to facilitate scanning the document.

Bids shall be received on or before the time specified at which time the bids will be publicly opened and read aloud at the office of the City Administrator. Bids received after the specified time and date will be returned to the bidder unopened.

BIDS SHALL BE SUBMITTED ON CITY OF GENEVA BID FORMS INCLUDED IN THE CONTRACT DOCUMENT (BID PACKAGE).

The manufacture or assembly of equipment shall be commenced within ten (10) calendar days after written notice to proceed and shall be completed by April 30, 2019.

The City reserves the right to consider such factors as time of completion or delivery, materials, method of construction, experience, and responsibility of the bidder and similar factors in determining which bid it deems to be in the City's best interest.

The City reserves the right to reject any or all of the bids, to waive informalities or technicalities in any bid and to accept the bid which it deems to be in the best interest of the City of Geneva.

A bid deposit will be required if indicated on the "NOTICE TO BIDDERS" form. Each bid MUST be accompanied by a Bid Bond signed by a surety company authorized to do business in Illinois, or by a cashier's check or certified check in the amount of $1000.00. Any bid not accompanied by a required bid deposit may be rejected.

All bid deposits (except that of the lowest responsible bidder) will be returned after the lowest responsible bidder is determined by the City Council. The return of the bid deposit to the successful bidder or awardee will be contingent upon that bidder's execution of a written contract with the City.

Any bidder may withdraw his or her bid by letter or telegraphic request or, with proper

identification, by personally securing the bid proposal at any time prior to the time fixed for opening of bids and provided that written confirmation of any telegraphic withdrawal over the signature of the Bidder is placed in the mail and postmarked prior to the time set for bid opening. Telephonic request to withdraw a bid will not be considered.

The City of Geneva is exempt from the Illinois Retailers Sales and Occupation Tax. An exemption certification will be furnished upon request.

Delivery of Goods F.O.B. Point- City of Geneva ELECTRIC UTILITY, 1800 South Street, Geneva, IL 60134 may be indicated in City's Purchase Order or Notice to Proceed. Should any goods be damaged during shipment, bidder shall repair or replace and damaged equipment or materials. Bidder shall negotiate on the City's behalf, at no cost to the City, with the carrier or other persons as required, to obtain compensation for such repair or replacement.

The City shall be notified 24 hours prior to any shipment of materials or equipment. Please call Kirk Landberg at (630) 232-1503 during the hours of 7:00 AM to 3:00 P.M.

All deliveries are to be made during City of Geneva Electric Utility business hours of 7:00 AM to 11:30 A.M. and 12:30 P.M. to 3:00 P.M.

Each bidder shall submit a lump sum price for material or equipment covered by the specifications, together with any prices for alternate materials or equipment or other prices or data listed in the Form of Proposal or as specified.

ESCALATION CLAUSES ARE NOT ACCEPTABLE.

The bidder may at his option, base quotes on furnishing substitutions that are equivalent of any item described, named, or specified, provided the selection meets the quality and are direct equals to the item specified. Burden of proof that proposed substitutions are equivalent, rests with the bidder.

Submit separate prices, alternate prices, or adjusted prices for materials or equipment as requested in the Form of Proposal. Bidders may in addition, submit prices for a combination of these separately priced schedules. If submitting combination quotes, bidders must submit separate schedule bids. Each schedule will be independent and subject to acceptance or rejection without alteration or qualification.

The City may award Purchase Order on basis of separate quotes or combination bids.

Prepare bids in duplicate on Form of Proposal included herewith, one copy submitted to the City, one copy to be retained by the bidder.

A legally authorized representative of bidder shall sign the bid.

Submit manufacturer's specifications and descriptive data on proposed materials.

All laborers, workers, mechanics, etc., employed in any public work under this contract shall

be paid in accordance with the Prevailing Wage Rates approved by the City of Geneva, Kane County, as attached to the project specifications.

A statement certifying that the bidder is not barred from bidding on the Project Specifications as a result of a violation of either Section 33E-3 or 33E-4 of Chapter 720, Illinois Compiled Statutes [720 ILCS 5/33E-3 and 5/33E-4 (2017)]. The certificate form is attached to the Project Specifications.

Bidders must supply a self addressed, stamped envelope for bid results.

Absolutely no results will be given out over the telephone.

Questions regarding this Legal Notice, Instructions to Bidders, and Specifications should be directed to Aaron Holton, Manager of Electric Operations, Geneva Electric Utility at (630) 232-1503.

USE FORM OF PROPOSAL INCLUDED HEREIN

ATTACHMENT A

CERTIFICATION OF COMPLIANCE

The undersigned hereby certifies as follows:

1. That he has the authority and consent to make this certification on behalf of the bidder,

Milsoft Utility Solutions Inc.
(Name of Company)

2. That he has knowledge of the City of Geneva Codes pertaining to the disqualification of certain bidders.

3. That he knows that the bidder listed above is not disqualified from bidding under the aforementioned sections.

4. That he has knowledge of the City of Geneva ordinances relating to Fair Employment Practices and knows and understands the contents thereof; he certifies hereby that it is the policy of the bidder to recruit, hire, train, upgrade, promote, and discipline its employees without regard to race, creed, color, religion, age, sex, or physical or mental impairment.

5. That said bidder is not barred from bidding on the aforementioned contract as a result of a violation of Sections 33E or 33E-4 of Chapter 720 of the Illinois Compiled Statutes, 2017.

6. That pursuant to Chapter 65, Section 11-42.1-1 of the Illinois Compiled Statutes, the bidder is not delinquent in the payment of any taxes administered by the Department of Revenue.

7. That the contractor (either as an individual or company) agrees to provide a drug free workplace as provided for by the Public Act 86-1459.

8. That all work under this contract shall comply with the Occupational Safety and Health Act (OSHA) of 1975, and all other Federal, State, or Local statutes, rules, or regulations including all City of Geneva Safety Procedures affecting the work done under the contract.

9. That all work done in Kane County, Illinois under this contract shall comply with the Prevailing Wage Rate Act of the State of Illinois, County of Kane, 820 ILCS 130 et. seq. and as amended by Public Acts 86-799 and 86-693, in effect at the time work is performed.

ATTACHMENT A (continued)

By submission of this bid, I certify that the bid has been arrived at independently and has been submitted without collusion between or among any vendor of materials, supplies, equipment, or services.

Milsoft Utility Solutions, Inc.
Name of Corporation, Partnership, or Proprietor

4400 Buffalo Gap Rd, Suite 5150
Address

Abilene, Texas 79606
City State Zip

(325) 695-1642
Telephone

- CEO of Business Operations
Authorized Signature/Title

SUBSCRIBED AND SWORN to before me

this 4th day of September, 20 18.

Notary Public

My commission expires 11-4-2019

STERLING SKIDGEL
MY COMMISSION # FF933812
EXPIRES November 04, 2019
(407) 398-0153 FloridaNotaryService.com

FORM OF PROPOSAL

Name of Bidder Milsoft Utility Solutions, Inc.

Address of Bidder 4400 Buffalo Gap Rd, Suite 5150, Abilene, Texas 79606

Telephone No. of Bidder (325) 695-1642

To: City Administrator

City of Geneva
22 South First Street
Geneva, IL 60134

The undersigned bidder, having examined the specifications of the following proposal, hereby proposes to provide the required labor, services, and materials described in this Form of Proposal, the Instruction to Bidders, and Specifications for the sum or sums stated hereinafter:

I. OUTAGE MANAGEMENT SYSTEM (OMS)

FURNISH AND DELIVER Milsoft DisSPatch Outage Management System software, installation and onsite user training as proposed. Optional functionality will be delivered at additional cost as proposed.

AS SPECFIED FOR THE SUM OF: $65,000.00 (DOLLARS)

TO BE DELIVERED ON : To be determined

Prices contained herein are firm through 11/20/2018

The undersigned bidder states that this proposal is made in conformity with the specifications and agrees that, in the event of any discrepancies between any conditions of this proposal and the specifications prepared by the City of Geneva, the provisions of the latter shall prevail.

The undersigned bidder certifies that this proposal is made in good faith, without collusion or connection with any other person or persons bidding for these services, labor and materials.
Signed by :

BIDDER: Milsoft Utility Solutions, Inc.

BY :  -Adam Turner

TITLE : CEO of Business Operations

DATE : SEPTEMBER 4, 2018

Request for Proposal for Outage Management Solution

August 6, 2018

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Background

City of Geneva is seeking to deploy a state of the art Outage Management Solution (OMS). To improve City of Geneva's outage management procedures and to enhance outage response and tracking capabilities City of Geneva is seeking to consolidate the management of outages into a single application environment.

City of Geneva Electric Division – Facts and Figures

- Include:
  - Approximately 11,000 meters
  - 9 Distribution substations and 35 feeders
  - 6 square mile service territory, encompassing the entirety of the corporate city limits of the City of Geneva.

Notice

City of Geneva reserves the right to accept or reject any proposal submitted in response to this RFP, and the right to award a contract to the non-lowest bidder.

Read and understood

Proposal Guidelines and Schedule

Questions – Read and understood

Any questions associated with this RFP must be submitted via e-mail to Aaron Holton at aholton@geneva.il.us.

Please note, all questions and responses will be shared with all respondents to this RFP.

Format of Response – Read and understood

Proposals must follow the following outline.

Proposal Section Number	*Description*
1	Response to Section 3 – Company Information
2	Response to Section 4 – Functional Requirements
3	Response to Section 5 – System Infrastructure Requirements
4	Response to Section 6 – System Deployment
5	Response to Section 7 – Resource and Training Requirements
6	Response to Section 8 – Product Information
7	Response to Section 9 – Pricing
8	Response to Section 10 - References

Response packages to this RFP must contain the following:

1. Two (2) printed copies of your organization's proposal. Provide at least one copy of the proposal unbound.

The proposal package must arrive at the following address on or before the submittal deadline.

City Administrator
City of Geneva
22 South First Street
Geneva, IL 60134

Schedule – Read and understood

Item	*Date*
RFP issued to prospective bidders.	9 August 2018
Deadline for submitting written questions.	24 August 2018
Deadline for submitting proposal.	4 September 2018
Oral interviews and on-site product demonstrations (if required).	N/A
Notification of intent to award.	TBD
Initiation of project.	TBD

Additional Information – Read and understood

The evaluation and selection of proposed solutions and any subsequent contract award will be based on the information submitted in the vendor's proposal. Failure to respond to each of the requirements in the RFP may be the basis for rejecting a response.

Please note: In order to effectively evaluate each proposed solution vendors are encouraged to present a proposal that is both concise and free of excessive "boiler plate" materials.

Company Information

Please provide the following information about your company.

1. Legal company name. - Milsoft Utility Solutions, Inc.
2. Location of headquarters and satellite offices that may be utilized during the project.
   Abilene, Texas
3. Brief description of company history, in particular in the electrical utility marketplace.
   Please see Milsoft's corporate profile attached separately.
4. Number of employees. – 100+
5. Number of employees dedicated to the development and deployment of the products being offered as part of the proposed solution. – 10 to 15 variably
6. Annual revenue for most recent fiscal year. - $17,000,000
7. Describe any mergers and/or acquisitions that your company has been party to within the last three years. - None

Outage Management Solution Functional Requirements

The following sections provide an overview of the requirements (Utility) foresees as mandatory in an Outage Management Solution. The requirements are not intended to be all inclusive and respondents are encouraged to described additional product capabilities where appropriate.

For the compliance section please respond as follows:

1 – Functionality is included with core product and requires no customization or configuration.

2 – Functionality is available and requires product configuration to utilize.

3 – Functionality is only available through customized extensions to the core product.

4 – Functionality is not available.

Trouble Call Entry

The system should provide a Trouble Call Entry application that will be used to record trouble calls. This application will be the primary call entry tool and should have the following capabilities.

#	*Requirement*	*Compliance (1, 2, 3, 4)*	*Comments*
T1	The ability to quickly locate a customer record using various search criteria including account number, street address and customer name.	2	Requires configuration of imported data from the Utility Billing System for active consumers.
T2	The ability create a record of a trouble call that includes, at a minimum, customer name and address, the type of trouble, the time the trouble is reported, the transformer and feeder number that feeds the customer and customer comments.	2	Requires configuration of imported data from the Utility Billing System for active consumers.
T3	The ability to determine if a calling customer is associated with	1	

#	*Requirement*	*Compliance (1, 2, 3, 4)*	*Comments*
	an existing outage and to display the status of the outage.	1	
T4	The Trouble Call Entry application must be capable of being deployed separately on a work station or accessed via a web browser.	1	

Incident Analysis Requirements

#	*Requirement*	*Compliance (1, 2, 3, 4)*	*Comments*
I1	The system should provide an outage prediction process that utilizes as inputs the current state of the distribution network and event information in the form of trouble calls and real-time system events. The outage prediction process will determine the most probable point of interruption on a distribution circuit and create an outage record associated with the predicted device. All trouble calls downstream of the predicted device will be associated with the outage, with the exception of trouble calls that are specifically created as isolated incidents.	1	
I2	Outage events created by the outage prediction process should have a status of "predicted" or "confirmed". Predicted outages are those which cannot be verified by real time system information such as AMR status reads or confirmed SCADA device operations.	1	
I3	The system should provide a incident summary screen which	1	

#	*Requirement*	*Compliance (1, 2, 3, 4)*	*Comments*
	displays current outages and associated information including Outage number, Outage Status, Feeder and Device, number of trouble calls, number of affected customers, start time, assigned crew(s) and operating area.	1	
I4	The system should provide the ability to indicate the predicted device associated with an outage is confirmed closed. The prediction engine should take the new device status into consideration in subsequent outage prediction analysis.	1	
I5	The system should provide the ability to progress an outage through specific stages including, assigned, dispatched, working, closed and complete. Each change in status should be recorded and time stamped in an outage log.	1	
I6	The system should provide the ability to assign one or more crews to an outage.	1	
I7	The system should allow a dispatcher to add comments or notes associated with an outage and record the comments in an outage log.	1	
I8	The system should have the ability to "unassign" a crew or crews from an outage.	1	
I9	The system should provide the ability to display a listing of the trouble calls associated with an outage.	1	
I10	The system should allow the ability to separate a trouble call that is associated with an outage into a separate outage event.	1	User must define trouble call as a verified outage in the software to accomplish this requirement.
I11	The system should allow for the ability to update outage related information including outage cause, restoration steps and restoration time and type of equipment affected. The	1	

#	*Requirement*	*Compliance (1, 2, 3, 4)*	*Comments*
	system should enforce the entry of certain fields such as restoration time, outage cause code prior to allowing a user to close an outage.	1	
I12	The system should allow for the entry of partial and complete restoration details by specifying the points on the distribution network that have been energized. Restoration times and the customers restored by the restoration steps should be recorded.	1	
I13	The system should provide a "map display" function that provides the capability to select an outage and center the outage location in the graphic display window. See Section 4.4 for Graphic Display Requirements	1	
I14	The system should provide a "Call Back" function that generates a list of customers and phone numbers associated with an outage and provides the option to write the list to a file.	1	
I15	The system should provide the ability to generate a "Planned Outage". This function should allow for the creation of customer mailing list in various formats including XML, .CSV.	1	

Crew Management Requirements

The system should provide a Crew Management component with, at a minimum, the following capabilities:

#	*Requirement*	*Compliance (1, 2, 3, 4)*	*Comments*
C1	The ability to define individuals and associated skill sets.	1	
C2	The ability to define crews and indicate the type of vehicle associated with the crew, and assign individuals to a crew.	1	
C3	The ability to change the working status of a crew e.g. from unavailable to available.	1	
C4	The ability to set standard shift times and assign crews to specific recurring shifts.	4	This is not available within the OMS Crew Manager. It is available in Enhanced Crew Call.
C5	The system should provide a "Crew Summary" window indicating available crews and number of incidents that are assigned or working.	1	
C6	The system should provide a "map display" function that provides the capability to select an crew from the crew summary window and center the crew's last known location in the graphic display window. See Section 4.4 for Graphic Display Requirements	1	

Graphic Display Requirements

The system should provide a interactive graphic display environment that is tightly integrated with the systems tabular display windows. The graphic display environment should provide, at a minimum the following capabilities:

#	*Requirement*	*Compliance (1, 2, 3, 4)*	*Comments*
G1	The ability to display an accurate geographic representation distribution circuits and the underlying land base information, e.g. street centerlines.	1	
G2	The ability to generate a schematic representation of one or more distribution circuits.	4	Milsoft OMS is GIS data based and doesn't generate schematic views of the GIS data
G3	Standard Pan and Zoom capabilities.	1	
G4	The ability to select any point on a distribution circuit and generate an upstream or downstream trace of the circuit. The trace results must be highlighted.	1	
G5	The ability to display the near real-time location of vehicles based on inputs provided by a third party Automatic Vehicle Location (AVL) solution.	1	Third party AVL vendor must be on the approved vendor list.
G6	The ability to graphically differentiate de-energized sections of circuits.	1	
G7	The ability to interrogate device symbols for specific information e.g. Device rating, number of downstream customers.	1	
G8	The ability to display a symbol indicating the location of customers who have initiated trouble calls.	1	

#	*Requirement*	*Compliance (1, 2, 3, 4)*	*Comments*
G9	The ability to display a symbol indicating the location of outages. The outage symbol must be adjacent to the device associated with the outage and be color coded to indicate the status of the outage.	1	
G10	The ability to display a crew's last known location and to update the location based on status changes to the outages to which the crew is currently assigned.	1	
G11	The ability to change the operational state of a distribution device from open to closed or closed to open. The status change capability must be phase specific, e.g. the ability to open only phase A on a a three phase device.	1	This is only possible if the device is defined as not being gang operated.
G12	The ability to add and remove temporary jumpers.	1	
G13	The system must update the underlying distribution operations model with the device status changes and update any outages affected by the changes, e.g. if a circuit tie-point is closed to energize a section of line impacted by an outage then the action must be logged as a partial restoration.	1	
G14	The ability to add and remove notes associated with a specific device. A device note symbol must be created and displayed adjacent to the device.	1	
G15	The ability to easily turn on/off graphic display layers such as trouble calls.	1	
G16	The ability to graphically identify devices that are in their abnormal operational state e.g. normally closed device in an open state	1	

#	*Requirement*	*Compliance (1, 2, 3, 4)*	*Comments*
G17	The ability to model and display intelligent street centerline data	4	The system has the ability to stream Bing maps using Streaming Landbase with utility provided API key, however there is no interaction with the background maps.
G18	The ability to search for facilities by multiple search criteria.	1	
G19	The ability to center in the graphic window display the location of an outage record or crew location. The centering of the outage or crew symbols is triggered by a request from the outage summary or crew summary windows.	1	
G20	The ability to display multiple map display windows simultaneously.	1	Using the Mini-viewer capability, an overall view of the system map can be shown at the same time as the detailed outage map.
G21	The ability to print the current map display.	1	
G22	The ability to display specific map layers based on the zoom perspective, e.g. If the user is viewing a large area then only display primary conductors and street centerlines.	1	Lines are always displayed. Custom symbol settings allow the user to define which symbols are visible at certain zoom levels. Back ground maps can be controlled to be visible at only certain zoom levels.
G23	The ability to import and display reference maps in standard CAD formats, e.g. .DGN, .DXF.	1	
G24	The ability to toggle between planning mode and operational mode. The planning mode is use to simulate the effect of switching operations.	4	This functionality is only available in the modeling software (WindMil EA and WindMilMap GIS). These tools utilize the same data model as Milsoft OMS, so analysis of switching operations and loading conditions can be simulated in Milsoft WindMil.

Outage Reporting Requirements

#	*Requirement*	*Compliance (1, 2, 3, 4)*	*Comments*
R1	The system should provide a web based outage reporting application that provides a configurable environment for displaying summary information about current outages. The summaries should provide a geographical view of the location of outages as well as the number and scope of outages of each status e.g. 14 unconfirmed outages with potential of 850 customers affected.	1	
R2	The reporting system should generate standard I.E.E.E. Reliability index reports for user supplied time frames. Reports to include: ● System Average Interruption Frequency Index (SAIFI) ● System Average Interruption Duration Index (SAIDI) ● Customer Average Interruption Duration Index (CAIDI)	1	
R3	The system should provide the ability to produce ad-hoc reports against historical outage data, e.g. number of outages on a given feeder in a defined period of time.	1	

System Integration Requirements

The following diagram illustrates the system integration requirements for the City of Geneva OMS.
Insert integration diagram.

CIS

The OMS/CIS interface requirements are as follows:

Tyler Technologies New World ICS

Please describe your organizations proposed approach to the design and development of the CIS interface, and any experience you have interfacing with *Tyler Technologies* based applications. Please detail any assumptions made in regards to interface code development and testing responsibilities. – Milsoft proposes integration using the existing MultiSpeak interface between DisSPatch OMS and ICS. See the MultiSpeak assertion attached separately for details.

GIS

The GIS at City of Geneva is used to maintain the distribution network model and the land base. The distribution network model consists of facilities and their respective electrical connectivity and spans from the source feeder breaker to the customer meter point.

The GIS to OMS interface requirements are as follows:

Milsoft WindMilMap and model.

Please describe your organizations proposed approach to the design and development of the GIS interface, and any experience you have interfacing with the Milsoft GIS. Please detail any assumptions made in regards to interface code development and testing responsibilities. – DisSPatch is fully integrated with WindMilMap GIS.

SCADA

Description of vendor's product – how much telemetry etc.

The OMS/SCADA integration requirements are as follows:

Advanced Control System's PRISM.

Please describe your organizations proposed approach to the design and development of the SCADA interface, and any experience you have interfacing with ACS's products and/or SCADA solutions in general. Please detail any assumptions made in regards to interface code development and testing responsibilities. - Milsoft proposes integration using a MultiSpeak interface. Milsoft has extensive experience interfacing with various SCADA products. See the ACS Milsoft assertion attached separately.

Automated Meter Reading (AMR)

Description of AMR/AMI Solution

The OMS/AMR interface requirements are as follows:

ITRON AMR fixed network

Please describe your organizations proposed approach to the design and development of the AMR interface, and any experience you have interfacing with AMR solutions in general. Please detail any assumptions made in regards to interface code development and testing responsibilities. - Milsoft proposes integration using the existing MultiSpeak interface between DisSPatch OMS and ITRON AMR / AMI products. Milsoft has extensive experience interfacing with various AMR / AMI products. See the Milsoft ITRON statement attached separately.

Product Configuration Capabilities

City of Geneva is seeking to reduce both deployment and long term support costs by implementing a solution that is configurable and requires minimal custom code development. Please describe in detail the following:

1. The extent of functionality that can be tailored to City of Geneva requirements without resorting to the development of customized extensions.
   Milsoft does not anticipated issues with the vendors listed. Note that Milsoft will be moving to deprecate support for Microsoft 2012 and going to MSSQL 2014 and 2016. We try to stay current with Microsoft mainstream support. Fleetmatics AVL integrates with Milsoft's DisSPatch OMS solution proposed.

2. The software tools utilized to facilitate product configuration.
   Milsoft's DisSPatch OMS provides all configuration tools required; no custom configurations are anticipated.

3. How custom application functionality can be incorporated into the core product.
   Custom applications can be achieved using a variety of methods, determined by exactly what customization is needed.

4. How the City of Geneva specific configuration and any custom components would be impacted by product upgrades.
   WindMilMap upgrades are performed at the server level. As the client application launches, it will then bring in updates to the client machine. Client machines will not be impacted. At this time, the Milsoft Upgrade team perform all upgrades for the users ensuring minimal down time.

System Infrastructure Requirements

Please provide a description the system infrastructure requirements for the proposed products including: - Please see Milsoft's Hardware and Software Requirements attached separately.

1. Client and server hardware requirements and recommended specifications (please refer to section 9.2 for estimated number of City of Geneva users).

2. All third party software requirements including Operating System and Relational Database Management System.

System Deployment

City of Geneva intends to take the following approach to deploying an OMS product.

Project Phase	*Description*
Phase 1 – System Pilot/Proof of Concept	The tasks involved in this phase are as follows: ● Import of the City of Geneva GIS facilities and land base data ● Basic product configuration ● On-site workshop to demonstrate core product with City of Geneva data and to finalize system configuration and interface requirements ● Development of a detailed statement of work for subsequent project phases.
Phase 2 – System design, configuration and interface development	This phase consists of configuring the selected products to City of Geneva's specific requirements and system interface development and unit testing.
Phase 3 – System test	This phase consists of executing formal factory and site acceptance testing.
Phase 4 – System deployment	This phase consists of configuring the production hardware environment, loading of the production database, end user and system administration training and production deployment of the product(s).

Please provide a summary of your organizations approach to product deployment and a project schedule that includes an estimated time frame for each of the above phases.

Please see Milsoft's sample Project Plan and Schedule attached separately.

Resource and Training Requirements

Please provide a description of the City of Geneva's resources required to support both the deployment and system maintenance and support activities. For each resource list the following:

1. Resource type, e.g. Project Manager.
2. Estimated percent of time required for deployment phase and post deployment (support) phase.
3. Required technical skills, e.g. SQL.
4. Training requirements.

Please see Milsoft's sample Project Plan and Schedule attached separately.

Product Information

Please provide a brief description of each of all proposed products. Include with the description the following information.

1. Number of year's product has been in development. – 19
2. Current version number. – 8.7.17
3. Number of major upgrades to product in past two years. – (8) quarterly releases
4. Number of sites in production. – 225+
5. Description of user group activities, e.g. annual meetings.
   Milsoft has an annual user's conference. Information for the conference can be found at https://milsoftuc.com/. Typical attendance is around 500. Also, Milsoft has just launched a User Forum located at https://www.milsoft.com/forum. Milsoft also participates in the ESRI GeoConx Conference.

Pricing

Please provide itemized pricing for the following.

Implementation Services

$15,000.00 – Includes implementation services and onsite user training. See Milsoft Quotation 46878.

Software and Annual Maintenance

City of Geneva - RFP for Outage Management Solutions - Milsoft Response

		Support / Maintenance per Year				
Products	Price	1	2	3	4	5
DisSPatch OMS	$50,000.00	$10,000.00	$10,000.00	$10,000.00	$10,000.00	$10,000.00
Optional						
Customer Outage Alerts	$5,000.00	$1,000.00	$1,000.00	$1,000.00	$1,000.00	$1,000.00
Personnel Notification	$5,000.00	$1,000.00	$1,000.00	$1,000.00	$1,000.00	$1,000.00
Milsoft Mobile - Annual Subscription	$10,000.00	$10,000.00	$10,000.00	$10,000.00	$10,000.00	$10,000.00
Milsoft Visual Analytics - Annual Subscription	$10,000.00	$10,000.00	$10,000.00	$10,000.00	$10,000.00	$10,000.00

See Milsoft Quotations 46878 and 48001 included separately

Please provide a five year schedule for software maintenance fees.

Training

Please provide pricing of all recommended training courses. Indicate where the training will be provided.

Included in implementation services shown above. User training delivered onsite at the time of deployment. See Milsoft Quotation 46878.

MILSOFT Utility Solutions

Schedule A

Quote Number:	46878
Date:	08/20/2018
Account Manager:	David Pittman
Email:	david.pittman@milsoft.com
Phone:	800.344.5647
Valid Until:	11/20/2018

Bill To	Ship To
Aaron Holton City of Geneva - Electric Department 1800 South Street Geneva, IL 60134 USA	Aaron Holton City of Geneva - Electric Department 1800 South Street Geneva, IL 60134 USA

Milsoft Outage Management Solution

Quantity	Quoted Line Item	List Price	Ext. Price
1	DisSPatch Site License (10,001 - 25,000 Meters) Includes Enhanced Crew Management. Does not include required dedicated server hardware or SQL licensing. Includes site license. See Terms & Conditions. No data conversion included or implied. Model will come from the existing WindMilMap GIS now in place. Note: Optimal performance contingent upon hardware specification adherence Note: Support program applicable	$50,000.00	$50,000.00

Subtotal:	$50,000.00
Total:	$50,000.00

Training

Quantity	Quoted Line Item	List Price	Ext. Price
1	Initial OMS Training Three (3) days of initial on-site OMS training and all travel related expenses. Recommended: two days of follow-up training 90-180 days after implementation (Not included) Support program not available.	$15,000.00	$15,000.00

Subtotal:	$15,000.00
Total:	$15,000.00

Grand Total

Subtotal:	$65,000.00
Total:	$65,000.00

Quote Acceptance:

This Quote comprises all material representations and constitutes the entire understanding between the parties to date with respect to the subject matter hereof and supersedes any and all prior representations, offers or agreements either oral or written between the parties with respect to such subject matter. This Quote shall serve as Schedule A to the Customer's contract for procurement of the Product, Training, Service and Support Program as described when applicable.

Terms & Conditions - DisSPatch® Site License

Payment Terms

- Payment due upon receipt of invoice
- 75% invoiced upon quote acceptance
- 25% invoiced upon installation or (120) days after quote acceptance, whichever occurs first
- Payment must be in USD

Price Exclusions

- Hardware
- Microsoft® SQL Server™
- Pre-installation site visit expenses
- Costs incurred as a result of Customer requested changes
- Custom Reports
- Support Program
    - Annual support at the rate of 20% of the full list price
    - Support invoiced separately upon completed installation

Initial Training / Configuration Exclusions

- Any pre-installation site visit expenses
- Costs incurred as a result of Customer requested changes

Terms & Conditions - Training (Initial, Follow-Up, and Web)

Payment Terms

- Payment due upon receipt of invoice
- 100% invoiced upon training completion
- Payment must be made in USD

Price Exclusion

- Costs incurred as a result of Customer requested changes

Account Name: _____
Accepted By: _____
Printed Name: _____
Date: _____
PO# (if applicable): _____

Submission Options:
Email: quotes@milsoft.com **Fax:** 325-690-0338

Mail: Milsoft Utility Solutions, Inc.
P.O. Box 5726
Abilene, TX 79608

Schedule A

Quote Number:	46878	188
Date:	08/20/2018	
Account Manager:	David Pittman	
Email:	david.pittman@milsoft.com	
Phone:	800.344.5647	
Valid Until:	02/08/2019	

Bill To	Ship To
Aaron Holton	Aaron Holton
City of Geneva - Electric Department	City of Geneva - Electric Department
1800 South Street	1800 South Street
Geneva, IL 60134	Geneva, IL 60134
USA	USA

Milsoft Outage Management Solution

Quantity	Quoted Line Item	List Price	Ext. Price
1	DisSPatch Site License (10,001 - 25,000 Meters) Includes Enhanced Crew Management. Does not include required dedicated server hardware or SQL licensing. Includes site license. See Terms & Conditions. No data conversion included or implied. Model will come from the existing WindMilMap GIS now in place. Note: Optimal performance contingent upon hardware specification adherence Note: Support program applicable	$50,000.00	$50,000.00

Subtotal:	$50,000.00
Total:	$50,000.00

Training

Quantity	Quoted Line Item	List Price	Ext. Price
1	Initial OMS Training Three (3) days of initial on-site OMS training and all travel related expenses. Recommended: two days of follow-up training 90-180 days after implementation (Not included) Support program not available.	$15,000.00	$15,000.00

Subtotal:	$15,000.00
Total:	$15,000.00

Grand Total

Subtotal:	$65,000.00
Total:	$65,000.00

Quote Acceptance:

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Price Exclusions

- Hardware
- Microsoft® SQL Server™
- Pre-installation site visit expenses
- Costs incurred as a result of Customer requested changes
- Custom Reports
- Support Program
    - Annual support at the rate of 20% of the full list price
    - Support invoiced separately upon completed installation

Initial Training / Configuration Exclusions

- Any pre-installation site visit expenses
- Costs incurred as a result of Customer requested changes

Terms & Conditions - Training (Initial, Follow-Up, and Web)

Payment Terms

- Payment due upon receipt of invoice
- 100% invoiced upon training completion
- Payment must be made in USD

Price Exclusion

- Costs incurred as a result of Customer requested changes

Account Name: _____
Accepted By: _____
Printed Name: _____
Date: _____
PO# (if applicable): _____

Submission Options:

Email: quotes@milsoft.com **Fax:** 325-690-0338

Mail: Milsoft Utility Solutions, Inc.
P.O. Box 5726
Abilene, TX 79608

Quote Acceptance:

This Quote comprises all material representations and constitutes the entire understanding between the parties to date with respect to the subject matter hereof and supersedes any and all prior representations, offers or agreements either oral or written between the parties with respect to such subject matter. This Quote shall serve as Schedule A to the Customer's contract for procurement of the Product, Training, Service and Support Program as described when applicable.

Terms & Conditions – Milsoft Personnel Notification, Customer Outage Alert

Payment Terms

- Payment due upon receipt of invoice
- 100% invoiced upon quote acceptance
- Payment must be in USD

Price Exclusion

- Support Program
  - Annual support at the rate of 20% of the list price
  - Annual support invoiced separately upon install

Terms & Conditions – Milsoft Mobile Subscription

Payment Terms

- Payment due upon receipt of invoice
- Subscription invoiced monthly
- Payment must be in USD

Price Inclusion

- Initial Setup and First Year of subscription fee
- Support Program
- One (1) hour web training

Subscription Term

- Five (5) year initial term, invoiced monthly
- Automatic (1) year renewals after initial term, unless/until cancelled in writing by notice given before the next contract year; renewal pricing may be subject to change

Terms & Conditions - Milsoft Visual Analytics (Powered by Carriots) – Authoring Subscription

Payment Terms

- Payment due upon receipt of invoice
- Subscription invoiced monthly
- Payment must be made in USD

Subscription Terms

- Five (5) year initial term
- Automatic (1) year renewals after initial term, unless/until cancelled in writing by notice given 60 days prior to license expiration

Terms & Conditions - Training (Initial, Follow-Up, and Web)

Payment Terms

- Payment due upon receipt of invoice
- 100% invoiced upon training completion
- Payment must be made in USD

Price Exclusion

- Costs incurred as a result of Customer requested changes

Account Name: _____
Accepted By: _____
Printed Name: _____
Date: _____
PO# (if applicable): _____

Submission Options:

Email: quotes@milsoft.com **Fax:** 325-690-0338 **Mail:** Milsoft Utility Solutions, Inc.
P.O. Box 5726
Abilene, TX 79608

References

Provide three references for electric utilities that have deployed a similar solution to that which is being proposed. For each reference please provide: - Please see Milsoft's list of Customer References included separately.

- Company Name
- Contact Name
- Contact Phone Number and E-Mail Address
- Name and version of deployed products
- Brief description of system interfaces
- Years in production

City of Geneva Electric Department
RFP for Outage Management System

Milsoft Customer References

New Braunfels Utility
Ryan Kelso
rkelso@nbutexas.com
830-629-8400

Pulaski Electric System
David Kelly
dkelley@pesenergize.com
931-363-7055

Bowling Green Municipal Utilities
Kathleen Duvall
kduvall@bgmu.com
270-782-4370

City of Geneva Electric Department
RFP for Outage Management System

Milsoft DisSPatch® Outage Management System

DisSPatch

DisSPatch provides tools to restore power to your customers efficiently. DisSPatch can receive and process various inputs for outage analysis, predict locations of outages, manage crews, allow dynamic circuit model changes and maintain historical data.

The following capabilities make it easy for the dispatcher to process information through all stages of an outage:

Trouble Call

- Process and record manual calls.
- Interface with automatic telephone answering systems (or IVR systems).
- Provide outage information to the manual or IVR caller.
- Utilize billing account data to accurately identify the caller.
- Provide callback automation and data after the power is restored.
- Communicate to the dispatcher:
    - Who is calling
    - The nature of the problem
    - What outage they belong to
    - Data that might help locate and identify the problem
- Maintain call history of all information relevant to each call

Outage Management

- Predict the most likely open point from incoming call and sensor data inputs.
- Recognize multiple system outages.
- Dynamically change outage situations in real-time.
- Communicate to the dispatcher:
    - Active outages
    - Circuits affected
    - Customers who are affected by the outage
    - Customers who have called
    - Length of each active outage
    - Crew assignment
    - Outage status
- Dynamically process incremental restorations

Reporting

- Define and report all required outage statistics
- Custom reports written as required.

Crew Management

- Crew assignment
- Truck type
- Identify primary crew

Dynamic Switching

- Single click operations to perform open and close operations
- Ability to create, display and edit the electrical circuit model. Milsoft's WindMil® circuit modeling editing tools are used by DisSPatch to accurately model (simulate) and switch the electrical system
- Open the circuit and backfeed anywhere

LandBase®

This function is the same in WindMil® and provides all routines required to attach and display a LandBase with the electrical database. The files can be *.shp, *.dwg, *.dxf, *.dgn or *.bmp.

Features

- Outage predictions based on IVR, manual calls and AMR information.
- SCADA open/close information used to automatically verify and restore outages.
- System may be defined as any number of districts and outages managed by district.
- Modification of outage locations based on incoming data.
- Graphical representation of outage status: predicted, verified or restored.
- Graphical display of calls received and crew locations.
- Dynamic circuit changes to perform backfeeds or isolate problem areas.
- Outage statistics and custom report generation. Statistics are accurately calculated for multi-stage outages.
- Web-based manual call input.
- Disconnect for Non-Pay Tracking.
- Dynamic weather tracking in DisSPatch.
- Real-time interfaces to AMR and SCADA using MultiSpeak interfaces.
- Web-based outage viewing.

Benefits

- Improve response time by predicting outage location and indicating possible breaks.
- Better control over system and outage information.
- Quick access to priority customers, calls received and customers affected by an outage.
- Interface to IVR systems including an enhanced Porche interface using the DisSPatch IVR Manager.
- Rapid manual call entry using the DisSPatch Calls Manager.
- Distribute outage information (number of outages, number of calls, etc.) throughout your organization using DisSPatch Calls Manager and the DisSPatch Web Based Outage Viewer.
- Automatically utilize callback function through IVR Manager or manually through Calls Manager.
- Reduce personnel needed to manage outage. No more paper shuffling to identify problem areas.
- Ease of use allows any trained personnel to manage any size outage.
- Complete outage history saved for future reporting on all customers and devices affected.
- Manage crews assigned to outages.
- Incremental restoration accurately calculates interrupted consumer hours.
- Easily create planned outage calling or mailing lists.

Calls Manager

The Calls Manager provides for quick and efficient entry of customer outage information into the DisSPatch system.

Features:

- Incremental CIS search by name, account number, meter number, map location and service address allows for quick and accurate call entry.
- Service area map allows CSR to view caller location.
- Ability to identify caller as part of an existing outage.
- View complete call and outage history.
- CSR can alarm dispatcher to specific trouble call information.
- Enter and perform callback requests.
- View and edit open trouble calls.
- Listen to messages left through the Porche IVR system.
- View open call locations on the service area map.
- Resolve unmatched IVR callers to correct account.

IVR Manager

The DisSPatch IVR Manager coordinates communication between an IVR system and the DisSPatch system.

Features:

- Provides a seamless interface to all major IVR vendors.
- Provides outage information to callers using some IVR systems.
- Provides customizable outage information to callers using Porche IVR.
- Passes recorded messages to DisSPatch from callers using Porche IVR.
- Charts call volume.
- Archives processed calls.
- Provides callback to some IVR vendors, including Porche.

Outage Manager

The DisSPatch Outage Manager is a component of the DisSPatch Client and provides a tabular view of the outages. The Outage Manager is used to modify and review outage information and access complete outage history.

Features:

- Lists all outages with multiple sort and search criteria.
- Lists customers affected, calls received and priority customers for each outage.
- Assigns crews to selected outage.
- Assigns cause codes for reporting purposes.
- Views and edits historical data.
- Customized or standard reporting of open and closed outages.
- Ability to review messages left by callers when utilizing Porche IVR.
- Ability to record custom messages for callers affected by a particular outage when utilizing Porche IVR.

Sample Reports

The Reporting Tool included with DisSPatch OMS comes with 17 standard reports and allows custom reports to be built. Users have total freedom to analyze their historical outage data. OMS support staff are available to help customize existing reports, or build new reports as needed.

17 Standard Reports

Calls Received
Customers Out Multiple Times
Devices Out Multiple Times
Form 7
Individual Cause Report
Individual Device Outage Report
Individual Outage Report
Location Outage Report
Monthly Outage by Feeder
Monthly Outage
Multiple Category Report
Non-Outage Calls
Non-Pay Customers by Area
Outage Category
Outage Cause Report
Outages Report
Outages by Area

Custom Reports

Feeder Report
Outage Report Summary
Outage Report by Cause
Outage Report by Date
Outage Report by Effect
Outage Report by Feeder
Outage Sequence
Weekly Outage Report with Call

City of Geneva Electric Department (GED)
RFP for Outage Management System (OMS)

Milsoft Sample Project Plan

Project Plan Format and Schedule for illustration only – actual plan and timeline will vary and be mutually developed and agreed by the Milsoft and City of Geneva Electric Department project teams.

Meeting project objectives will require the commitment of personnel, time and resources by Milsoft and City of Geneva Electric Department (GED). Milsoft proposes the following 5 phase process for accomplishing this project. Initiation benchmark will be Notice of Award:

1. Project Teams Designation – Members, Roles, Accountabilities
2. Scope of Work Development – Requirements, Timelines, Milestones, Testing Protocols
3. Application and Interface Development as Required
4. Solution Deployment - Testing and Refinement
5. Solution Implementation, Go-Live and Acceptance

Phase 1 – Project Teams – 2 Weeks

Milsoft will identify a Project Manager and technical / development specialists to participate in the project. Milsoft expects that GED will assign a Project Leader with sufficient authority to represent the interests of GED, and such IT / data systems / user personnel as may be required for the necessary processes. The roles, responsibilities and accountabilities for each team will be mutually agreed.

Phase 2 – Scope of Work Development – 2 Weeks

The teams will identify, mutually agree, and document the functional specifications, applications and interface development work required, and construct a mutually agreed project plan / timeline / milestone document for project management and tracking. Included in the SOW development will be the definition of testing and acceptance protocols to be applied, and any performance benchmarks to be observed.

Phase 3 – Scripting and / or Interface Development – 2 to 12 Weeks if / as required

Scripting and / or interface development, if required, will be a highly iterative and time intensive phase of the project. This phase will involve primarily Milsoft representatives, but access to and participation by counterparts representing any existing third party systems for which interfaces are necessary may be required. Milsoft will expect the support of GED as may be necessary to obtain such support and participation from their other vendors / suppliers.

Phase 4 - Solution Deployment - Testing and Refinement – 4 Weeks

This phase best represents beta activity refining the final system configuration and testing of the solution in a non-production environment. Preliminary system administrator and user training is planned, and may be initiated depending on the number of users required.

Phase 5 – Solution Implementation and Go-Live – 1 Week

This phase is defined by the transition of the solution from the beta environment into live production. User training is completed and the solution is placed in active service. Solution performance is monitored, and any issues addressed. Final system acceptance testing occurs and the results measured for compliance to the benchmarks established in Phase 1.

Project Evaluation – 1 Week
Following acceptance by GED, the project teams conduct a post implementation project review and evaluation, and issue a report of findings to include "lessons learned" and any outstanding issues remaining to be addressed by either Milsoft or GED.

GED Resources for the Project:

1. Resource type, e.g. Project Manager, IT resources, functional resources.
   Project Manager
   System Administrator
   IT Representative
   User Lead Person / Trainer

2. Estimated percent of time required for deployment phases and post deployment (support) phase.
   Project Manager – 10% during deployment; only occasionally following
   System Administrator – 10% during deployment; only occasionally following
   IT Representative – 5% during deployment; only occasionally following
   User Lead Person / Trainer– 10% during deployment; routinely following

3. Required technical skills, e.g. SQL.
   Project Manager – Business processes and project objectives
   System Administrator – Overall systems expertise, knowledge and competence. SQL.
   IT Representative – Technical and equipment expertise
   User Lead Person / Trainer – System competence and experience. SQL for reports helpful.

4. Training requirements.
   Project Manager – Systems overview and fundamentals of processes
   System Administrator – Systems set up, configuration and maintenance familiarity
   IT Representative – Systems set up and hardware
   User Lead Person / Trainer – Full systems use and routine management. Serves as trainer

5. Hardware Required.
   GED will be expected to provide all client and server hardware for the Milsoft solutions.

City of Geneva Electric Department (GED)
RFP for Outage Management System (OMS)

Milsoft (MUS) Sample OMS Project Schedule – Estimated 6 to 9 months to complete

	TASK	Weeks Following Award		TASK OWNER
		Planned	Actual	
1	Notice of award pending contract negotiation	1		GED
2	Identify team members	2		MUS / GED
3	Identification of interfaces required	2		MUS / GED
4	Staff pre installation processes review	2		MUS
5	Draft system configuration requirements	2		MUS
6	Project kick off conference call with Customer	2		MUS / GED
7	Receive / review customer data files if necessary	3		MUS / GED
8	Develop project scope and draft SOW plans	3		MUS / GED
9	Review / refine / finalize project plans	4		MUS / GED
10	Initiate project progress review calls / meetings	4		MUS / GED
11	System configuration – *Conversions / Interfaces control timeline*	5 - 30		MUS
12	Review / adjust project target dates if necessary	10		MUS / GED
13	Order hardware if required - Customer	10 - 36		MUS / GED
14	Make travel arrangements for install and training/testing	10 - 36		MUS
15	Finalize training sessions, schedule and requirements	10 - 36		MUS / GED
16	Load software and databases on test systems	10 - 36		MUS
17	Prepare draft system documentation and manuals	10 - 36		MUS
18	Perform Milsoft product FAT testing if required	10 - 36		MUS
19	Ship hardware if required	10 - 36		MUS
20	Install and test systems	11 – 36		MUS / GED
21	Systems to production environment	11 – 36		MUS / GED
22	Perform system acceptance testing	12 – 36		MUS / GED
23	Train users, administrators and IT resources	12 - 36		MUS
24	Systems activation and cut over	12 - 36		MUS / GED
25	Finalize project documentation	12 – 36		MUS / GED
26	Final customer acceptance	12 – 36		MUS
27	Project review / evaluation / lessons learned	12 – 36		MUS / GED
28	Ongoing user support	12 - 36		MUS

NOTE: This is a sample project plan for illustration only. The actual plan and timelines will be jointly developed and mutually agreed by the Milsoft and Guam Power Authority teams during the initial planning phase of the project following award.

MILSOFT
Utility Solutions

Hardware and Software Requirements

Version 36

Table of Contents

Milsoft Core Engineering and Operations (E&O)

Database SQL Server

Small utilities, defined as having fewer than 100,000 elements in their engineering model (inclusive of map points—poles, pads, pedestals, etc.) and an OMS-SQL DB or GIS-External SQL DB smaller than 500MB with *either* DisSPatch® (OMS) or WindMilMap® (GIS) installed, will require one server that meets the SQL Server specifications. A second server **may** be required if a small utility is using both GIS **and** OMS (see Notes 4 and 5).

Medium utilities, defined as having more than 100,000 and fewer than 1,000,000 elements in their engineering model and an OMS-SQL DB or GIS-External SQL DB larger than 500MB and smaller than 1GB, will require a second server with either OMS or GIS installed. A third server **may** be required if a medium sized utility has both OMS and GIS (see Notes 4 and 5).

For large utilities, defined as having more than 200,000 meter counts or more than 1,000,000 elements in their engineering model or an OMS-SQL DB or GIS-External Tables exceeding 1GB, Milsoft will individually tailor a server configuration for optimal speed.

Additional servers allow "Milsoft Services" to be separated from the Engineering Model/SQL data, thereby improving efficiency. During normal operations, servers will be under-utilized; however, during an outage, full server capability is required.

REQUIRED	RECOMMENDED
Intel Xeon Quad Core 5500	Intel Xeon E5 Quad Core series or higher
Windows Server 2012 Standard or Windows Server 2012 R2	Windows Server 2016
16GB RAM	32GB RAM or higher
4 X 150GB 10K SCSI HD (2xRAID 1 Array – 1 for OS & 1 for SQL)	6 x 150GB 15K RPM SCSI HD (3XRAID 1 Array – 1 for OS, 1 for SQL, & 1 SQL log) or SSD drives for optimal performance.
1 Gbps network connection	
SQL Server 2014 (SP2) or SQL Server 2016 (SP1) – Core License	SQL Server 2017 - Core License
.NET 4.6.2 (or above) .NET 3.5 Service Pack 1	

Note 1: For high performance SQL systems, we recommend direct attached storage or a SAN or ISCSI array be used and arrays can then be broken into OS, tempdb, transaction log, database. http://technet.microsoft.com/en-us/library/cc966534.aspx.

Note 2: If VMware is part of the system design, VMware vSphere 5.5+, or 6.X is recommended, along with direct attached storage, fiber channel, or ISCSI SAN. Resources **must be** reserved, not just allocated, if a virtual server is running for Milsoft Core E&O.

Note 3: It is recommended that large utilities use SSD drives with the host system housing VMs.

Note 4: If Core E&O is being loaded onto an established server, ensure that Windows gives priority to "services" not applications (services is the factory preset).

Note 5: If other non-Milsoft applications are running on the server, the server must have additional resources with which to operate. Milsoft applications and services must have reserved resources that meet the "Required Hardware Specifications".

Note 6: It is possible for a small/medium utility to operate with fewer servers if the SQL server has been configured to limit memory consumption. In this case, third party integrations must be minimal to avoid overtaxing the server. Milsoft hardware recommendations are conservative because a server slowdown or failure during a storm can significantly impact performance and functionality. Small/medium utilities that have minimal IT manpower/experience should mitigate this risk by purchasing the "extra" server.

Note 7: **Do not** install Milsoft Field Engineering (FE) / Partner Hub on the same server as WindMilMap® (GIS).

Note 8: Milsoft will end support for Windows Server 2012 Standard and Server 2012 R2 on October 9, 2018 in conjunction with Microsoft's end of mainstream support.
https://support.microsoft.com/en-us/lifecycle/search?alpha=windows%20server%202012

Note 9: Milsoft will end support for SQL Server 2014 (SP2) on July 9, 2019 in conjunction with Microsoft's end of mainstream support.
https://support.microsoft.com/en-us/lifecycle/search?alpha=sql%20server%202014

Please note that while Milsoft is discontinuing support for a particular Microsoft Product, this does not require your organization to update Microsoft products in order to continue to receive Milsoft upgrades. However, Milsoft will no longer test on Microsoft products that are beyond the mainstream support window. The customer will assume all risk associated with a Milsoft upgrade using unsupported Microsoft products. If problems arise from using an unsupported product, Milsoft will ask you to upgrade to supported Microsoft products or roll back to a previous version of our software. Your utility is encouraged to proactively upgrade all Microsoft products and servers to the latest available version as soon as possible.

Milsoft Services Server

This is typically an OMS Server. If the SQL Database is split from Milsoft E&O, or DisSPatch® (OMS) and WindMilMap® (GIS) need to be separated, these specifications may be used for the second/third server(s).

REQUIRED	RECOMMENDED
Intel Quad Core 5500 Xeon	Intel Xeon E5 Quad Core series or higher
Windows Server 2012 Standard or Windows Server 2012 R2	Windows Server 2016
16GB RAM	32GB RAM or higher
4 X 150GB 10K SCSI HD (2xRAID 1 Array – 1 for OS & 1 for SQL)	
1 Gbps network connection	
.NET 4.6.2 (or above) .NET 3.5 Service Pack 1	

Note 1: If VMware is part of the system design, VMware vSphere 5.5+, or 6.X is recommended, along with either direct attached storage, fiber channel, or ISCSI SAN. The above Required Resources must be reserved, not just allocated, if a virtual server is running for Milsoft Core E&O.

Note 2: It is recommended that large utilities use SSD drives with the host system housing VMs.

Note 3: In the event non-Milsoft applications are running on this same server, the server **must have the REQUIRED** resources available for Milsoft services at all times. This will allow for efficient operation and stability during high volume usage.

Note 4: If Core E&O is loaded onto an established server, ensure that Windows gives priority to "services" and not "applications" (services is the factory preset).

Note 5: **Do not** install Milsoft Field Engineering (FE) or Partner Hub on the same server as WindMilMap® (GIS).

Note 6: Milsoft will end support for Windows Server 2012 Standard and Server 2012 R2 on October 9, 2018 in conjunction with Microsoft's end of mainstream support.
https://support.microsoft.com/en-us/lifecycle/search?alpha=windows%20server%202012

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Milsoft Services Stand-Alone Server

The following specifications may be used for the hardware/VM specifications for a single Milsoft Service (Integration Server, DisSPatch Server, CMS, Web Server, Web Outage Viewer, etc.) that has been isolated from the internal server.

REQUIRED	RECOMMENDED
Intel Xeon E-2407	Intel Xeon E-2430
Windows Server 2012 Standard or 2012 R2	Windows Server 2016
8GB RAM	16GB RAM or higher
Embedded SATA 500GB drive	Perc H310 RAID Controller 2-500GB drives
1 GB Ethernet port	Dual 1 GB Ethernet controllers
.NET 4.6.2 (or above) .NET 3.5 Service Pack 1	

Typically used for Web Outage Viewers where the utility desires to isolate a particular service from the network. Required specifications for stand-alone servers are the minimum requirements for these machines to run efficiently for a single service, additional services will require additional resources.

Note 1: Milsoft will end support for Windows Server 2012 Standard and Server 2012 R2 on October 9, 2018 in conjunction with Microsoft's end of mainstream support.
https://support.microsoft.com/en-us/lifecycle/search?alpha=windows%20server%202012

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Milsoft DisSPatch® Outage Management System (OMS) Client Machine

The following are specifications for DisSPatch® (OMS), Calls Manager, Outage Messenger (Outage Management), and Unplugged (Outage Management).

These specifications may also be used for the hardware/VM specifications for a single Milsoft Service (Integration Server, DisSPatch Server, CMS, Web Server, Web Outage Viewer, etc.) that have been isolated from the internal server.

REQUIRED	RECOMMENDED (NOTE 1)
Intel I5	Intel I7
Windows 10 (64-bit)	
8GB RAM	16GB RAM or higher
Dual monitor	Dual monitor
100 Mbps network connection	1 Gbps or higher network connection
.NET 4.6.2 (or above) .NET 3.5 Service Pack 1	

Required specifications for client machines are the minimum requirements for these machines to run efficiently. New client machines with anything below the recommended specifications should not be purchased.

Note 1: Medium and Large Utilities with External SQL DB ≥ 500MB or connectivity model ≥ 100,000 elements **must use** the Recommended Minimums.

Note 2: Proper operation of Milsoft web applications, which includes the Web Outage Viewer, requires one of the following web browser versions:

- Firefox 28 or later
- Google Chrome 33.0.1750.117 M or later
- Internet Explorer 11.

See this link for the most up-to-date version of this document: http://www.milsoft.com/resources/hardware-requirements

Milsoft WindMil® (EA) Client Machine

The following are specifications for WindMil® (EA) and LightTable®:

REQUIRED	RECOMMENDED (see NOTE 1)
Intel I5	Intel I7
Windows 10 (64-bit)	
8GB RAM	16GB RAM or higher
Dual monitor	Dual monitor
100 Mbps network connection	1 Gbps or higher network connection
.NET 4.6.2 (or above) .NET 3.5 Service Pack 1	

Required specifications for client machines are the minimum requirements for these machines to run efficiently. New client machines with anything below the recommended specifications should not be purchased.

Note 1: Medium and Large Utilities with External SQL DB ≥ 500MB or connectivity model ≥ 100,000 elements **must use** the Recommended Minimums.

See this link for the most up-to-date version of this document: http://www.milsoft.com/resources/hardware-requirements

WindMilMap® (GIS) Client Machine

The following are specifications for WindMilMap®:

REQUIRED	RECOMMENDED (NOTE 1)
Intel I5	Intel I7
Windows 10 (64-bit)	
8GB RAM	16GB RAM or higher
500GB hard drive 7200 RPM SATA	SSD – Desired-significantly faster/more expensive
100Mbps network connection	1 Gbps or higher network connection
ESRI ArcMap 10.5.1 on 8.7.7.10591 or later ESRI ArcMap 10.4.1 on 8.6.6.9756 through 8.7.5.10366 ESRI ArcMap 10.3.1 on 8.2.0.7807 through 8.6.5.9539 ESRI ArcMap 10.2.2 on 8.2.0.5122 through 8.2.0.7373 ESRI ArcMap 10.2 on 8.2.0.4968 or older ESRI ArcMap 10.1 on 8.1 or 7.3	Small Utility Enterprise License Agreement http://www.esri.com/industries/ela/suela
.NET 4.6.2 (or above) .NET 3.5 Service Pack 1	Dual monitor capability

Required specifications for client machines are the minimum requirements for these machines to run efficiently. New client machines with anything below the recommended specifications should not be purchased.

Note 1: Medium and Large Utilities with External SQL DB ≥ 500MB or connectivity model ≥ 100,000 elements **must use** the Recommended Minimums.

See this link for the most up-to-date version of this document: http://www.milsoft.com/resources/hardware-requirements

Milsoft Field Engineering (Field Engineering)

http://www.partnersoft.com/support/hardware-and-software-requirements/

Milsoft Visual Analytics Server

The following are specifications for Milsoft Visual Analytics:

REQUIRED	RECOMMENDED
Quad Core Processor	
Windows Server 2012 R2 OR Windows 10 (64-bit)	Windows Server 2016 OR Windows 10 (64-bit)
16GB RAM	
100GB Hard Drive (see Note 1)	

Required specifications for server machines are the minimum requirements for these machines to run efficiently. New server machines with anything below the recommended specifications should not be purchased.

Note 1: The hard drive size is relative to the amount of data a user wants to bring in. If you are connecting to many different data sources with large datasets, the hard drive size will need to be increased.

Note 2: Milsoft will install the following software in order for Milsoft Visual Analytics to run properly: Java 1.7, Tomcat7, MongoDB, MonetDB, SrvStart, SQL Tools/Drivers, SquirreL, and RoboMongo.

Note 3: These are the following port requirements for Milsoft Visual Analytics:

- 587 – SMTP Mail Server (Outbound from Dashboard Server to SMTP Server)
- 443 – Envision Application Server (Inbound to Dashboard Server for user access)
- 1433 – SQL Server Default Port (Outbound from Dashboard Server to OMS SQL Server)
- 27017 – Mongo DB Server (Local Port for Mongo Database for application access)
- 50000 – Monet DB Server (Local Port for Monet Database for application access)

Note 4: Milsoft will end support for Windows Server 2012 Standard and Server 2012 R2 on October 9, 2018 in conjunction with Microsoft's end of mainstream support.
https://support.microsoft.com/en-us/lifecycle/search?alpha=windows%20server%202012

Please note that while Milsoft is discontinuing support for a particular Microsoft Product, this does not require your organization to update Microsoft products in order to continue to receive Milsoft upgrades. However, Milsoft will no longer test on Microsoft products that are beyond the mainstream support window. The customer will assume all risk associated with a Milsoft upgrade using unsupported Microsoft products. If problems arise from using an unsupported product, Milsoft will ask you to upgrade to supported Microsoft products or roll back to a previous version of our software. Your utility is encouraged to proactively upgrade all Microsoft products and servers to the latest available version as soon as possible.

See this link for the most up-to-date version of this document: http://www.milsoft.com/resources/hardware-requirements

Milsoft Mobile

The following are specifications for Milsoft Mobile:

***THIS PRODUCT REQUIRES MILSOFT OMS TO FUNCTION**

REQUIRED	RECOMMENDED
iPad Pro 12.9" (1st generation)	iPad Pro 12.9" or 10.5" (2nd generation)
A9x Processor	A10x Processor
4GB RAM	4GB RAM
32GB Storage Capacity	64GB Storage Capacity
Internet Connectivity	LTE Connection (see Note 2)
Hardware VPN (see Note 3)	

Required specifications for mobile devices are the minimum requirements necessary for the mobile application to operate without errors. New devices with anything below the recommended specifications should not be purchased.

Note 1: The first generation 9.7" iPad Pro does not meet the requirements because it was produced with only 2GB of internal RAM.

Note 2: While a cellular (LTE) ready iPad is not required for the application to operate, field use may exceed Wi-Fi coverage. Additionally, non-cellular (Wi-Fi only) iPads do not contain a GPS chip/receiver and instead use the known location of certain Wi-Fi routers to determine position based on the IP address.

Note 3: The customer must be able to establish a VPN tunnel between the Milsoft OMS server and a Milsoft Mobile cloud server. The hardware site-to-site VPN will require an unused /29 IP range (8 addresses) on the customer's network. You may assign a larger range if you prefer.

See this link for the most up-to-date version of this document: http://www.milsoft.com/resources/hardware-requirements

Milsoft Business Logic Server (BLS) or IVR Server

Considerations for All IVR Systems:

1. For systems enabling both payments and two-way texting features, the BLS that will receive inbound texts must be installed on a server separate from the IVR Engine that collects payment data. Milsoft recommends a DMZ VM for the text receiver BLS. A DMZ Client/VM for a secondary BLS (the text receiver) is required for security.
2. If other non-Milsoft applications are running on the server, the server must have additional resources with which to operate. Milsoft applications and services must have reserved resources that meet the "Required Hardware Specifications".
3. Milsoft normally supplies the Dell R630 for an IVR server. If the customer elects to deploy IVR Server using their own VM, they must comply with the system requirements listed on this document.
4. For systems enabling credit card payments, the server on which the IVR Engine resides is in scope for Payment Card Industry Data Security Standard (PCI-DSS) regulations and must reside in a secure network. See Milsoft's PA-DSS Implementation Guide for more information.

REQUIRED	RECOMMENDED
Intel Quad Core 5500 Xeon	Intel Xeon E5 Quad Core series or higher
Windows Server 2012 R2	Windows Server 2016
8GB RAM	16GB RAM or higher
2 X 300GB 10K SAS HD RAID 1 Array	
1 Gbps network connection	
SQL Server 2014 (SP2) or SQL Server 2016 (SP1) – Core License	SQL Server 2017 – Core License

Note 1: Milsoft will end support for Windows Server 2012 Standard and Server 2012 R2 on October 9, 2018 in conjunction with Microsoft's end of mainstream support.
https://support.microsoft.com/en-us/lifecycle/search?alpha=windows%20server%202012

Note 2: Milsoft will end support for SQL Server 2014 (SP2) on July 9, 2019 in conjunction with Microsoft's end of mainstream support.
https://support.microsoft.com/en-us/lifecycle/search?alpha=sql%20server%202014

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See this link for the most up-to-date version of this document: http://www.milsoft.com/resources/hardware-requirements

Virtual Machine BLS or IVR Server 24 Lines or Less

Considerations Specific to Virtual Systems:

1. We also recommend direct attached storage, fiber channel, or ISCSI SAN.
2. **We require resources to be reserved**, not just allocated on a VM.

REQUIRED	RECOMMENDED
2 vCPU	4 vCPU
Windows Server 2012 R2	Windows Server 2016
8GB RAM	16GB RAM or higher
C Drive 100GB Thick Provisioned, Lazy Zeroed D Drive 200GB Thick Provisioned, Lazy Zeroed	
1 Gbps network connection	
SQL Server 2014 (SP2) or SQL Server 2016 (SP1) – Core License	SQL Server 2017 – Core License
VMware vSphere 5.5+	VMware vSphere 6.X

Note 1: Milsoft will end support for Windows Server 2012 Standard and Server 2012 R2 on October 9, 2018 in conjunction with Microsoft's end of mainstream support.
https://support.microsoft.com/en-us/lifecycle/search?alpha=windows%20server%202012

Note 2: Milsoft will end support for SQL Server 2014 (SP2) on July 9, 2019 in conjunction with Microsoft's end of mainstream support.
https://support.microsoft.com/en-us/lifecycle/search?alpha=sql%20server%202014

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See this link for the most up-to-date version of this document: http://www.milsoft.com/resources/hardware-requirements

Virtual Machine BLS or IVR Server 25 Lines or Greater

This IVR system is a two server split configuration.

Engine Server

REQUIRED	RECOMMENDED
2 vCPU	4 vCPU
Windows Server 2012 R2	Windows Server 2016
16GB RAM	32GB RAM or higher
C Drive 100GB Thick Provisioned, Lazy Zeroed D Drive 200GB Thick Provisioned, Lazy Zeroed	
1 Gbps network connection	
VMware vSphere 5.5+	VMware vSphere 6.X

SQL Server

REQUIRED	RECOMMENDED
2 vCPU	4 vCPU
Windows Server 2012 R2	Windows Server 2016
16GB RAM	32GB RAM or higher
C Drive 100GB Thick Provisioned, Lazy Zeroed D Drive 200GB Thick Provisioned, Lazy Zeroed	
1 Gbps network connection	
SQL Server 2014 (SP2) or SQL Server 2016 (SP1) – Core License	SQL Server 2017 – Core License
VMware vSphere 5.5+	VMware vSphere 6.X

Note 1: Milsoft will end support for Windows Server 2012 Standard and Server 2012 R2 on October 9, 2018 in conjunction with Microsoft's end of mainstream support.
https://support.microsoft.com/en-us/lifecycle/search?alpha=windows%20server%202012

Note 2: Milsoft will end support for SQL Server 2014 (SP2) on July 9, 2019 in conjunction with Microsoft's end of mainstream support.
https://support.microsoft.com/en-us/lifecycle/search?alpha=sql%20server%202014

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Interactive Voice Response (IVR) User Applications

Thick Client Applications: Milsoft OCM, Porche OCM, CrewCall

Web Applications: Web CSI, BLS

REQUIRED	RECOMMENDED
Intel I3	
Windows 10	
8GB RAM	16GB RAM
500MB Hard Drive space	1GB Hard Drive Space
Google Chrome, FireFox, Internet Explorer 11 (BLS – Compatibility View off, Web CSI – Compatibility View on)	Internet Explorer 11
Adobe Acrobat Reader 10+	
Java Standard Edition 7 V11+	
1152x864 or greater screen resolution	
Sound Card/Speakers/Microphone	
Windows Media Player	

Required specifications for client machines are the minimum requirements for these machines to run efficiently. New client machines with anything below the recommended specifications should not be purchased.

BLS can use: Google Chrome, FireFox, or Internet Explorer 11 with Compatibility View off

Web CSI requires: Internet Explorer (IE) 11 with Compatibility View on

City of Geneva Electric Department

RFP for Outage Management System

Vendor: Milsoft Utility Solutions DisSPatch Outage Management System and Advance Control Systems (ACS) PRISM

Interfaces: Outage Analysis (OA) and SCADA

Summary:

MultiSpeak is a specification for the exchange of data between software applications. This standard is developed by National Rural Electric Cooperative Association (NRECA) to define common interfaces for typical applications used by electrical utilities.

In this assertion, the MultiSpeak web services methods are used to facilitate the exchange of data. A web service is an application that can be accessed remotely using the web based Extensible Markup Language (XML). A web service is represented as a Universal Resource Locator (URL) much like a web page, except that it sends and receives information in Simple Object Access Protocol (SOAP) - an XML construct, and the client can be an application instead of a web browser.

ACS SCADA is capable of publishing SCADA points, analog and status point data to Milsoft DisSPatch using MultiSpeak web services.

Milsoft is able to request a list of SCADA points from ACS PRISM. The Milsoft user can then map each SCADA point to the appropriate corresponding circuit element in the circuit model using WindMil. This is necessary in order to ensure that the SCADA data DisSPatch receives from ACS is associated with the correct circuit elements in the electrical model.

The breaker operations reported by SCADA in this manner can be used by DisSPatch to automatically create outage and restoral case records for such events.

The interesting data types that ACS can send to DisSPatch are: breaker operations (known as SCADA status) and substation voltages and currents (known as SCADA analogs). When the Milsoft Web Server is used, ACS may publish a changed SCADA status or a changed SCADA analog directly to the outage system as soon as the event occurs. This will immediately appear in DisSPatch as a new outage event or a restoration. Alternatively, the DisSPatch user may request an individual SCADA status or a SCADA analog for a particular circuit element. ACS sends the requested information to DisSPatch and is immediately available to the DisSPatch user for viewing or (in the case of fault current data) to run the Fault Locator utility.
The PRISM WebService Gateway can connect the SCADA PRISM System to Outage Analysis (OA) system. The MultiSpeak specifications outline a client and server web-service interfaces. The client OA application can access the server application in two ways:

1. Request / Response: The OA application client requests information from the SCADA web service server for one or more points.
   1.1. The request for one or all point(s) can be made at any time:
      1.1.1. For a demand read(s)
      1.1.2. For data integrity checks
      1.1.3. Can be initiated even when the real-time interface updates are active.
2. Real-Time: The SCADA web service provides the point updates on an exception bases - i.e.: when the value changes in SCADA.

Prerequisites:

The Milsoft Integration Server and ACS PRISM WebService Gateway must be accessible to each other via web services. This prerequisite is achieved by exchanging the URLs of each server and account credentials. This is validated in MultiSpeak using the **PingURL** method to ensure the connection is established.

Milsoft's DisSPatch system can locate a fault by running a fault analysis study. In order for the Fault Locator Utility to operate, fault currents must be supplied by ACS as SCADA points. These values can be requested using an on demand read for an analog value.

For this interface to be successfully implemented, a PRISM SCADA device must be configured and enabled for the field device points. The **ACS PRISM version must be 8.4.3 or higher and the Milsoft DisSPatch version must be 8.7.11 or higher**. In order to enable a point for the interface the following actions must be accomplished.

1. A device must be created and assigned for this interface.
2. An Area of Assignment (AOA) must be associated for this device.
3. All Points that are to be sent across have to have that AOA set.
4. The dead-band and reporting-band should be set to minimize the amount of data sent across the interface for fast changing point values.
5. The description field for analog points must contain the MultiSpeak Unit type; the format of this description field as: "PointDescription Delimeter Unit"
   5.1. Point Description is the SCADA Point Description.
   5.2. Delimiter by default is the combination of "@(#)" and can be changed for a particular implementation.
   5.3. Unit values are defined by the MultiSpeak standard - please see the standards for up-to-date information.

City of Geneva Electric Department

RFP for Outage Management System

Milsoft DisSPatch OMS and Itron TMS OpenWay Collection Engine Interoperability

Summary:

Web Service interfaces were implemented according to the MultiSpeak® 3.0 standards to provide the following functionality:

Milsoft DisSPatch can request all AMR meters from the Itron system or can determine if a given meter is managed by the Itron AMI system.

Milsoft DisSPatch can ping one or more meters in the Itron AMI system to determine communication status.

The Itron AMI system actively detects outages (and restorations) as they occur and pushes them immediately to Milsoft DisSPatch.

Prerequisites:

Minimal versions required for the integration to be successful are: **Itron TMS OpenWay Collection Engine Version 5.5 or higher and Milsoft DisSPatch OMS version 8.2 or higher**. The meter numbers must match between the Milsoft DisSPatch system and the Itron AMI system as the meter number is the identifier utilized for the interfaces.

The Itron AMI system and the Milsoft DisSPatch system must be accessible and able to communicate with each other.