Meeting Etiquette

- Keep your phones on the silent or vibrate mode.
- There will be time for questions and networking after the presentation.
- Information shared at this meeting is not binding as all communications are verbal.
- WSSC Water has the right not to answer questions.

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Information Technology Services Upcoming Contract Outreach Event

Information Technology

August 27, 2024

Agenda

1. Team Introductions
2. Project Overview
3. Project Objectives
4. Project Challenges
5. Project Goals
6. Contract Overview
7. Questions

Team Introductions

Team Introductions

IT Infrastructure Services

Mark Turner, Deputy Director

IT Application Services

Manoharan Chelladurai, Deputy Director

David Ezeugwu, Solutions Architect

Data and Analytics Solutions

Neeraj Masson, Division Manager

Work & Asset Management Solutions

John Schlee, Division Manager

Financial & Administrative Solutions

Sathish Calangi, Division Manager

IT Governance

Anwer Zuberi, IT Asset Manager

Project Overview
Software Application Development Services

Project Overview

This contract will issue task orders to develop robust and scalable software applications designed to meet the operational needs of WSSC Water. These applications will streamline workflow processes, enhance data management, and improve real-time monitoring and control systems. The key focus is to create a solution that offers seamless integration with existing infrastructure while optimizing resource allocation and environmental compliance.

Project Objectives

Project Objectives

The primary objective of this project is to design, develop, and deploy robust software solutions that will enable WSSC Water:

- **Improve operational efficiency:** Automate routine tasks, optimize resource allocation, and reduce operational costs.
- **Enhance data management and analysis:** Provide real-time data collection, storage, and analysis capabilities to support informed decision-making.
- **Ensure regulatory compliance:** Integrate compliance management tools that help utilities adhere to local, state, and federal regulations.
- **Support asset management and GIS:** Develop tools to monitor and manage physical assets, including infrastructure and equipment, to extend their lifecycle and reduce downtime.
- **Improve customer service:** Create user-friendly interfaces and customer portals that facilitate communication and service delivery to end-users.

Preliminary Scope

Preliminary Scope

The scope of the contract is to issue task orders for qualified professional services including:

- Project Management
- Technical Design
- Application Development
- Script Writing for Small Tasks
- Application Integration
- Application Enhancements
- Testing
- Troubleshooting

Preliminary Scope Cont'd

The project will involve the following key activities:

1. **Requirements Gathering:** Collaborate with stakeholders to identify the specific needs and challenges faced by water and wastewater utilities.
2. **System Design:** Develop a comprehensive software architecture that meets the identified requirements, including user interfaces, databases, and integration with existing systems.
3. **Application Development:** Build the software applications using industry-standard programming languages and frameworks, ensuring scalability, security, and reliability.
4. **Testing and Quality Assurance:** Conduct thorough testing to ensure the software functions as intended and meets all quality standards.
5. **Deployment and Integration:** Deploy the software in the utility's operational environment, ensuring seamless integration with existing systems.
6. **Training and Support:** Provide training for utility staff and ongoing technical support to ensure the successful adoption and use of the software.

Project Overview

Oracle Utilities Suite Upgrade and Managed Services

Project Overview

WSSC Water has leveraged technology investments in Oracle products to perform account and billing services and prepare for future strategic initiatives. WSSC Water uses Oracle Utilities Suite (C2M, MWM, ODM, SOA) a collection of systems that are comprised of the customer information and billing system.

WSSC Water is seeking support for this system to integrate operations within the IT Department, support business users, and ensure continued operations and maintenance while optimizing costs.

Upgrade C2M from version 2.6 to 2.9 or latest version.

Project Objectives

Project Objectives

This initiative aims to achieve strategic priorities, provide world-class service, and standardize enterprise solutions.

Preliminary Scope

Preliminary Scope

WSSC Water is seeking to enter into a professional/technical services agreement with a qualified firm to assist with the upgrade of Customer to Meter (C2M) version 2.6 and associated products to the version before the most currently available version of the application at the start of the project or a version that WSSC Water decides upon in consultation with the awarded Contractor.

Upon the upgrade's completion, the awarded Contractor shall provide managed services for the maintenance and operational support of WSSC Water's Oracle Utilities Suite Environment.

Project Overview
Hardware and Related Services

Project Overview

The WSSC Water IT Department operates an enterprise data network with approximately 2,000 Dell and Lenovo end-user workstations at approximately twenty (20) sites in Prince George's and Montgomery counties, Maryland. WSSC Water utilizes CISCO hardware for its enterprise network, which supports Nutanix, Hewlett Packard Enterprise (HPE) servers, CheckPoint firewall, Cohesity, Veritas, IBM Mainframe & Storage, and Dell Isilon.

WSSC Water maintains a microwave, wireless, and radio communications network consisting of Motorola, Nokia, and General Electric's Multilin division's Microwave Data Systems (GE MDS).

Project Overview

The Contractor shall provide as-needed products and services for the WSSC Water Information Technology Team, including, but not limited to servers, storage systems, network communications equipment (routers, switches, firewalls, appliances, etc.), user endpoint computing (laptops, printers, tablets, monitors, peripherals, etc.) microwave and ancillary equipment, audio and visual equipment including lighting and conference room systems, hardware/equipment installations, and training.

Project Objectives

Project Objectives

The objective of the Basic Ordering Agreement is to allow the Information Technology Team a means of purchasing hardware and related services quickly, efficiently, and cost-effectively by issuing task orders specific to IT needs.

Project Overview

Software and Related Services

Project Overview

The WSSC Water IT Department operates an enterprise data network with approximately 2000 end-user workstations at approximately twenty (20) sites across Prince George's and Montgomery counties, including Voice & Data Network, Systems Infrastructure, Encryption, and Protection.

The Contractor shall provide commercial-off-the-shelf (COTS) licenses, subscriptions, software-as-a-service (SaaS), maintenance and support, and services for the WSSC Water IT team as needed.

Project Objectives

Project Objectives

The objective of the Basic Ordering Agreement is to allow the WSSC Water IT Team a flexible means of purchasing software and related services quickly, efficiently, and cost-effectively by issuing task orders specific to IT needs.

Preliminary Scope

Preliminary Scope

Issuance of task orders to purchase commercial-off-the shelf (COTS) and software-as-a-service (SaaS) and related services as needed.

Project Overview
Emergency Management Services

Project Overview

This project is part of an ongoing commitment to excellence in service delivery, public safety, and infrastructure management to implement a state-of-the-art Event/Emergency Management System. The goal is to enhance WSSC Water's capacity to swiftly identify and respond to incidents and/or events, track incidents, and events in real-time, and ensure the highest level of service delivery for WSSC Water residents.

Preliminary Scope

Preliminary Scope

A comprehensive system that encompasses the following modules:

- **Incident Tracking Operational Database** that allows for the collection of incidents both manually and automatically.
- **Flood Tracking Dashboard** that provides real-time information regarding wastewater (flooding) incidents, work orders, vehicles, collection, conveyance and treatment system assets, weather, and other sensor data available both internally and from 3rd party sources.
- **Water Tracking Dashboard** that provides real-time information regarding water system (breaks, low or no pressure) incidents, work orders, vehicles, treatment and distribution system assets, weather, and other sensor data available both internally and from 3rd parties.

Preliminary Scope - Continued

- **Water Quality Tracking Dashboard** that provides real-time information regarding water quality (taste, odor, color) incidents, work orders, vehicles, treatment and distribution system assets, current construction activities, weather, and other sensor data available both internally and from third parties.
- **Sewer Operations Operational Dashboard** that ensures efficient oversight and management of wastewater system incidents, events, and work orders, especially during critical events.
- **Water Operations Operational Dashboard** that ensures efficient oversight and management of water system incidents, events, and work orders, especially during critical events.
- **Water Quality Operational Dashboard** that ensures efficient oversight and management of water quality incidents, events, and work orders, especially during critical events.

Preliminary Scope - Continued

- **Alert Dashboard** that allows users to view both water and flood-related alerts generated by the system and allows them to clear alerts once they are resolved.

- **Message Management System** that ensures efficient and timely communication of the status of incidents and events.

Project Objectives

Project Objectives

The primary objective of this project is to implement a solution that is adaptive to WSSC Water's existing systems, offering seamless integration while aligning with the best practices in water and wastewater utility management and operations. The system should be tailored through configuration rather than extensive customization, ensuring longevity and ease of maintenance.

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Questions?

Submit your questions to **supplierdiversity@wsscwater.com**

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