



**CONSOLIDATED
COMMISSION ON UTILITIES**

Guam Power Authority • Guam Waterworks Authority
P.O. BOX 2977 • Agana, Guam 96932

GUAM CONSOLIDATED COMMISSION ON UTILITIES

GPA RESOLUTION 2016-73

GWA RESOLUTION 10-FY2017

**RELATIVE TO THE AUTHORIZATION FOR GUAM POWER AUTHORITY AND
GUAM WATERWORKS AUTHORITY FOR ADDITIONAL SUPPORT FOR THE
CUSTOMER CARE AND BILLING (CC&B) SYSTEM.**

WHEREAS, the Consolidated Commission on Utilities has undertaken a number of initiatives to identify opportunities within the ratepayers of Guam will be better served if both utilities work together as a consolidated utility; and

WHEREAS, GPA and GWA have planned and implemented the replacement of its previous Customer Information System (CIS) with Oracle's Customer Care & Billing (CC&B) system as of March 2015; and

WHEREAS, the GPA and GWA both realize that there are efficiencies and cost savings in having a consolidated effort in implementing and maintaining a CIS.

WHEREAS, in April of 2016 GPA and GWA procured the services of Prithibi LLC to provide Training for CC&B, a GAP analysis review and ongoing support for the operation and maintenance of the system; and

WHEREAS, in November 2016, the GAP analysis document was presented to both GPA and GWA which listed shortfalls in the implementation of the CC&B system that impacts the short and long term operation of the CC&B System; and

1 **WHEREAS**, GPA and GWA need to address and correct these shortfalls to improve the
2 overall functionality and performance of the CC&B system. GPA and GWA are requesting to
3 approve a change request from Prithibi, LLC to address these shortfalls and to also provide
4 extended off site support for the system till June 2018; and

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6 **WHEREAS**, GPA and GWA's initial contract for training, GAP Analysis and Support
7 was approved for the period May to November 15, 2016 for the total shared cost of \$249,000;
8 and

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10 **WHEREAS**, GPA and GWA now request authorization for additional expenditures to
11 address the GAP analysis (\$449,445), application of the UC4 Scheduling tool to manage job
12 scheduling (\$157,167), APEX setup and training (\$15,675), and extended support from May
13 2017 to June 2018 (\$233,418), with the GPA and GWA share to be split equally; and

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15 **NOW, THEREFORE BE IT RESOLVED**, the following policy is adopted by the
16 Consolidated Commission on Utilities;

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18 1. The General Manager of the Guam Power Authority and the General Manager of the
19 Guam Waterworks Authority are authorized to approve the Change Order with Prithibi, LLC, to
20 increase the authorized amount from \$249,000 to \$1,104,705 to be paid equally by GPA and
21 GWA.

22 2. The cost share for the additional expenditure for each agency is as follows:

23 GPA: \$427,853.00

24 GWA: \$427,852.00

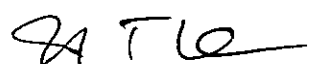
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26 **RESOLVED**, that the Chairman certifies and the Board Secretary attests to the adoption
27 of this Resolution.

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29 **DULY AND REGULARLY ADOPTED AND APPROVED THIS 6th DAY OF**
30 **DECEMBER 2016.**

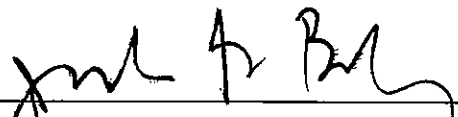
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32 Certified by:

Attested by:

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JOSEPH T. DUENAS
Chairperson
Consolidated Commission on Utilities



J. GEORGE BAMBA
Secretary
Consolidated Commission on Utilities

SECRETARY'S CERTIFICATE

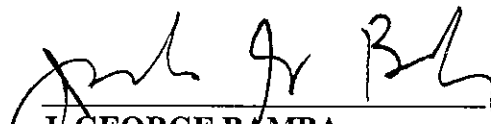
I, **J. George Bamba**, Secretary for the CCU do hereby certify that the foregoing is a full, true, and correct copy of the resolution duly adopted at a regular meeting of the members of Guam's CCU, duly and legally held at the meeting place thereof on December 6, 2016, at which meeting of all said members had due notice and at which at least a majority thereof were present, and

At said meeting said resolution was adopted by the following vote:

Ayes:	<u>4</u>
Nays:	<u>0</u>
Absent:	<u>1</u>
Abstain:	<u>0</u>

As of the date of this certification, said original resolution has not been amended, modified, or rescinded since the date of its adoption, and the same is now in full force and effect.

SO CERTIFIED this 6th day of December 2016



J. GEORGE BAMBA

Secretary, Consolidated Commission on Utilities