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INFORMATION REQUEST ROUND NO: **1**
TO: BRITISH COLUMBIA HYDRO & POWER AUTHORITY
DATE: **2/10/17**
PROJECT NO: 3698901
APPLICATION NAME: **Supply Chain Applications Project**

1.0 Introduction

ABB Enterprise Software, with offices in Richmond, BC and headquarters in Atlanta, GA, is the software vendor and provider of Asset Suite (fka Passport). ABB's Asset Suite platform has been serving the needs of utilities for nearly 30 years (BC Hydro has been a client since 1998). Passport originated in 1988 and was renamed to Asset Suite in 2005, as it has undergone a number of version updates over the years. ABB also provides services related to its solutions, from planning and implementation to training and ongoing support.

What follows are a series of questions and comments pertaining to the compilation of the Supply Chain application.

2.0 Reference: 2.2 BC Hydro's Current Supply Chain

- In section 2.2.3, Current Supply Chain IT Platform, BC Hydro notes a number of current system limitations.
    - Has BC Hydro done a business process redesign, leveraging the current version of Asset Suite (fka Passport), since 2003? ABB would recommend that BC Hydro perform business process reviews leveraging existing capabilities of the current version of Asset Suite and complementary solutions.
    - Has BC Hydro upgraded the Passport software over the years? If so, beyond a technical upgrade?
    - Has BC Hydro collaborated with the software vendor directly to understand current system capabilities, and thus improve use of the existing system?

3.0 Reference: 2.2.4 Relationship Between Supply Chain, Work Management, and Asset Management

- Given the strong relationship between supply chain and work/asset management, what are BC Hydro's future plans related to work management?
    - Asset Suite has proven a strong choice for utility focused work streams. From an operational standpoint, Asset Suite has been

demonstrated to work effectively with any ERP provider (including integration, ease of use, operational effectiveness, supply chain responsiveness, etc.), as well as address related supply chain issues, such as inventory backlog, supplier quality, etc.

4.0 Reference: 2.3 Capability Gaps in the Current Supply Chain

- How were the 13 capability gaps assessed? And by whom?
- How did BC Hydro validate the accuracy of this section without consulting ABB on existing Asset Suite solution capabilities?
- Against what version of Asset Suite (fka Passport) were these gaps identified?
- Is BC Hydro aware of Asset Suite's current version capabilities, roadmap, and complementary solutions (to address field work, supplier relationship management, etc.)?
- There are many erroneous statements made in the capabilities gap section. ABB believes that many of the "gaps" identified reflect use of antiquated business processes or lack of investment in the current system. ABB notes many of the gaps identified in this assessment are already productized and utilized by multiple other Asset Suite customers. We would welcome the opportunity to work with BC Hydro to address these concerns, meet future needs, and reduce risk areas.

5.0 Reference: 2.5.1 Benefits Analysis

- Has BC Hydro performed a cost-benefit analysis, in the event the SAP Supply Chain system is not in place by July 2019?

6.0 Reference: 2.5.3 Non-monetized Benefits

- Table 2-9, Summary of Key Risk Reduction Benefits:

  ABB would propose that the current version of Asset Suite would also reduce these risk areas, when configuration, design, and change management are properly accounted for.

7.0 Reference: Chapter 3, Alternative Analysis

- Table 3-1 Summary of Alternative Analysis Results
  - Who performed and contributed to the analysis in this chapter? How familiar are the contributors with current Asset Suite capabilities?

- Why does BC Hydro classify Asset Suite/Passport as “High Business and Delivery Risk” when it is the existing platform? ABB has found with other customers that Asset Suite upgrades have been seamless, IT Total Cost of Ownership has been greatly reduced, and business processes improved. ABB would assert that the program delivery model and resources used are paramount to reducing any system delivery risk and keeping costs to a minimum.

- Who determined the upgrade and expansion costs of Alternative 2 (Passport)? How did BC Hydro assess the project costs for an Asset Suite upgrade without input from the software vendor? BC Hydro points out that “there has not been a competitive bid process” and “it is difficult to draw a specific conclusion as to which alternative is preferable on project cost alone.” We have found in working with other clients that we can minimize utility costs by working closely with our clients on business process design reviews during the upgrade process.

- How did BC Hydro identify the monetized benefits of Asset Suite?

    - Other ABB Asset Suite clients have seen large cost savings (e.g., including a 30% in reduction of TCO, 50% reduction in IT costs, etc.), as well as business process improvements and overall risk reduction.