

Addendum A - Additional Analytical Support Services

LADWP is interested in obtaining consultant services to assist with documentation and improvement of internal processes and analytics. Specifically, LADWP requests that respondents are able to provide services related to: Business Process Definition, Analysis and Planning; Customer Journey Mapping, Analysis and Planning; Technology Analysis and Planning; Analytics Review and Assistance; Organizational Analysis and Planning, and; Implementation Assistance for all changes identified as a result of the aforementioned items.