

1 **Q. (Reference Application, 6.1 Outage Management System Upgrade, page 4) It**  
2 **is stated “The software vendor has indicated that the current version of OMS**  
3 **will require an upgrade as it will no longer be supported as of November 1,**  
4 **2026.” Did NP know this when it purchased the OMS in 2019 and was it**  
5 **properly reflected in the economic analysis? When purchasing an OMS, does**  
6 **NP demand that vendors provide support services for a minimum period of**  
7 **time, for example, 10 years?**

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9 A. Newfoundland Power considers that every software application will require regular  
10 upgrades to maintain vendor support. This would allow for vendor provided bug fixes to  
11 maintain system functionality and for cybersecurity patches to address emerging  
12 threats. Upgrades are essential to maintain alignment with supported hardware and  
13 operating systems. It is assumed in all software project analysis that upgrades will be  
14 required on a regular basis.<sup>1</sup>

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16 As part of the RFP evaluation process for software purchases, software lifecycle and  
17 support services are a major consideration in product selection. During contract  
18 negotiations, Newfoundland Power looks to maximize the lifecycle of software selected  
19 in conjunction with the long-term viability of the software vendor.

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<sup>1</sup> See Newfoundland Power’s 2021 Capital Budget Application, report 6.2 2021 System Upgrades, Section 3.1, Outage Management System Upgrade, page 4.