

EWEB Board Consent Calendar Request

For Contract Awards, Renewals, and Increases

The Board is being asked to approve a new contract with **ARCOS LLC** for a **hosted automated roster call-out system**.

Board Meeting Date: November 3, 2015

Project Name/Contract#: PSC 2454 Automated Call-out System

Primary Contact: Todd Simmons Ext. 7373

Purchasing Contact: Ramie Alkire Ext. 7413

Contract Amount:

Original Contract Amount: \$ 240,000 (estimated over 5 years)

Additional \$ Previously Approved: \$ N/A

Invoices over last approval: \$ N/A

Percentage over last approval: N/A %

Amount this Request: \$ 240,000 (estimated over 5 years)

Resulting Cumulative Total: \$ **240,000 (estimated over 5 years)**

Contracting Method:

Method of Solicitation: Sole Source exemption

If applicable, basis for exemption: ORS279B.075 and EWEB Rule 3-0275

Term of Agreement: November 4, 2015 – November 3, 2018

Option to Renew? Yes, for two additional years

Approval for purchases “as needed” for the life of the contract Yes

Narrative:

The Board is being asked to approve a new contract with **ARCOS LLC** for a **hosted automated roster call-out system and implementation services**.

EWEB's Dispatch department currently relies on a manual process to assemble its First Responders and Crews for after-hour outages. This process requires dispatchers to refer to numerous call lists based upon job classifications, training levels, availability for duty, on-call, and Collective Bargaining Agreement requirements. The completion of a crew call-out can take 45-60 minutes, increasing response and restoration time, and the complexity and differences in the lists can sometimes lead to errors in the process. Staff seeks a more expedient, reliable system of executing callouts, while complying with both labor rules and the unique needs of multiple departments.

In July of 2015, staff issued a Request for Information (RFI) to seek out companies capable of providing a hosted automated system that would meet EWEB's needs. Six software companies responded and upon further clarifying questions, only one company, ARCOS LLC of Columbus, OH, was determined to provide a product that met all of EWEB's specifications without costly customizations. ARCOS was the only call-out system that focuses exclusively on the utility industry with services provided to several nearby utilities, including Portland General Electric, PG&E, PacifiCorp, and Snohomish County PUD #1.

Staff has negotiated a contract with ARCOS, LLC. The contract is for three-years with the option to renew for two additional years. Fees include a onetime setup fee of \$28,000 and annual service fees of \$40,000 with escalation included in the five-year estimate. The implementation process is anticipated to take approximately 12 weeks.

ACTION REQUESTED:

Management requests the Board approve a new contract with **ARCOS LLC** for a **hosted automated roster call-out system and implementation services**. Funds for this purchase were budgeted for 2015 and will be budgeted annually.

Action Requested:

☒ Contract Award
☐ Contract Renewal
☐ Contract Increase
☐ Other

Funding Source:

☒ Budget
☐ Reserves
☐ New Revenue
☐ Bonding
☐ Other

Form of Contract:

☐ Single Purchase
☒ Services
☐ Personal Services
☐ Construction
☐ IGA
☐ Price Agreement
☐ Other

SIGNATURES:

Project Coordinator: _____

LT Manager: _____

Purchasing Manager: _____

General Manager: _____

Board Approval Date: _____

Secretary/Assistant Secretary verification: _____