



# Ocala

110 SE Watula Avenue  
Ocala, FL 34471

www.ocalafl.gov

## Item Details

**File Number: 2022-1281**

**ID #:** 2022-1281

**Type:** Agenda Item

**Status:** Passed

**Version:** 1

**Placement:** 8

**In Control:** City Council

**File Created:** 08/01/2022

**Presented By: :**

**Final Action:** 09/06/2022

**Item Title:** Approve three-year renewal agreement with Milsoft Utility Solutions, Inc. for utility outage reporting, outage management and interactive voice response system with an estimated aggregate expenditure of \$200,260

### Internal Notes:

**Target Meeting:** 09/06/2022

### Sponsors:

**Enactment Date:**

**Attachments:** FOR COUNCIL - Milsoft Utility Solutions Software Service Support Subscription (ELE 13-017), Executed - Milsoft Service Agreement Renewal 2021 (ELE 13-017), Executed - Milsoft Service Agreement Renewal 2015 (ELE 13-017)

**Enactment Number:**

### Recommendation:

**Hearing Date:**

**Entered by:** lcrouthamel@Ocalafl.org

**Effective Date:**

## History of Legislative File

Version:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
1	City Council	09/06/2022	Approved				Pass
<b>Action Text:</b>							
<b>Notes:</b> Mayor Guinn requested more information on the system operations. Director of Electric Utility Doug Peebles responded the program will be utilized to assist customers during outages and identify transformer outages. In addition, it will provide predictability and crew call.							
Council President Bethea asked if the system identifies customers who have medical issues. Mr. Peebles responded customers must register online for a medical ID, and the GIS system prioritizes customers with health issues.							
There being no further discussion the motion carried by roll call vote.							
Aye: 4 Pro Tem Hilty Sr, Pro Tem Dreyer, Council Member Musleh, and Council President Bethea Sr							
Absent: 1 Council Member Mansfield							

**Text of Legislative File 2022-1281**

Submitted By: Lisa Crouthamel

Presentation By: Doug Peebles

Department: Electric Utility

**STAFF RECOMMENDATION (Motion Ready):**

Approve three-year renewal agreement with Milsoft Utility Solutions, Inc. for utility outage reporting, outage management and interactive voice response system with an estimated aggregate expenditure of \$200,260

**OCALA'S RELEVANT STRATEGIC GOALS:**

Operational Excellence, Quality of Place

**PROOF OF PUBLICATION:**

N/A

**BACKGROUND:**

Ocala Electric Utility uses Milsoft Utility Solutions, Inc.'s ("Milsoft's") outage management system to field calls from customers via an interactive voice response ("IVR") system and to report power outages, dispatch crews based on the location of outages, and store outage historical data. Milsoft is also utilized by the Water Resources Department, Ocala Fiber Network, and the Customer Service Office for customer related trouble/outage calls.

Ocala Electric Utility receives customer calls for a variety of reasons, such as low-hanging lines, flickering lights, partial power, and streetlight outages. The Milsoft system includes a reporting feature that Ocala Electric Utility uses to calculate the number of outage incidents and report to the Florida Municipal Power Agency monthly. Outage reports can also be run by pole number, feeder, and customer.

**FINDINGS AND CONCLUSIONS:**

This renewal agreement will extend the subscription and support packages under the City's IVR Solution Agreement with Milsoft for a term of three years from October 1, 2022 through September 30, 2025.

**FISCAL IMPACT:**

Funds are included in the annual budget in account #457-032-276-531-53-31010. Invoices will be paid annually as follows: (1) Year One (October 2022-September 2023) \$ 65,740; (2) Year Two (October 2023-September 2024) \$67,260; and (3) Year Three (October 2024-September 2025) \$67,260.

**PROCUREMENT REVIEW:**

These renewal services have been procured in accordance with the City's Procurement Policy.

**LEGAL REVIEW:**

The renewal agreement will be reviewed and approved for form and legality by the City Attorney, Robert W. Batsel, Jr.

**ALTERNATIVE:**

Deny or table.

