



Legislation Details (With Text)

File #: 2024-0800
Type: Agenda Item **Status:** Passed
File created: 2/15/2024 **In control:** City Council
On agenda: 3/19/2024 **Final action:** 3/19/2024
Title: Approve a three-year renewal with ARCOS, LLC, resource management software with call-out features for Ocala Electric Utility in the amount of \$139,281

Sponsors:

Code sections:

Attachments: 1. FOR COUNCIL - Amendment No 1 - Master Services Agreement, Work Order and Service Level Agreement (ELE 210571), 2. Fully Executed - Master Services Agreement, Work Order, and Service Level Agreement (ELE-210571)

Date	Ver.	Action By	Action	Result
3/19/2024	1	City Council	Approved	Pass

Submitted By: Lisa M. Crouthamel

Presentation By: Doug Peebles

Department: Electric Utility

STAFF RECOMMENDATION (Motion Ready):

Approve a three-year renewal with ARCOS, LLC, resource management software with call-out features for Ocala Electric Utility in the amount of \$139,281

OCALA'S RELEVANT STRATEGIC GOALS:

Operational Excellence

PROOF OF PUBLICATION:

N/A

BACKGROUND:

For Ocala Electric Utility (OEU) to mobilize crews after hours for emergency events, the utility must implement a system to document crew members' notifications and their responses. ARCOS Callout is a cloud-based solution that automates the calling and documentation of crews and their responses, significantly speeding up response times. ARCOS automates crew calling and documentation, adheres to complex business processes and union rules, and ensures equitable distribution of overtime. This frees time for operations managers and the control center personnel to focus on repair work, customer calls, and crew safety.

ARCOS, LLC was awarded a three-year contract with Ocala Electric Utility on June 1, 2021. The contract

allows for three-year term extensions upon written agreement by the Parties.

FINDINGS AND CONCLUSIONS:

ARCOS offers complete situational awareness for crews and resources, tracking normal schedules and last-minute changes, such as sick leave, that impact availability for emergency work.

Ocala Electric Utility requests the approval of a three-year renewal with ARCOS, LLC.

FISCAL IMPACT:

The funds for this multi-year agreement with ARCOS Resource Management with Callout are budgeted in Fiscal Year 2024-2025 account #457-032-276-531-53-52050. Additional funds will be appropriated in Fiscal Year 2025-2026 and Fiscal Year 2026-2027.

PROCUREMENT REVIEW:

These goods and services were procured in compliance with the City's Procurement Policy.

LEGAL REVIEW:

This Agreement will be reviewed and approved for form and legality by City Attorney, William E. Sexton.

ALTERNATIVE:

- Approve with Changes
- Table
- Deny