



## **AGREEMENT FOR ARCOS RESOURCE MANAGEMENT SOLUTION SOFTWARE WITH ARCOS, LLC FOR A THREE-YEAR TERM IN THE AMOUNT OF \$350,346**

### **Riverside Public Utilities**

Board of Public Utilities  
January 14, 2019

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## **BACKGROUND**

1. RPU Grid Control Center currently relies on manual reporting for crew data analytics.
2. Callout notifications are done manually and is a time-consuming process adding to staff cost with down time and overtime.
3. Systems Operations maintains two Evergreen Lists for emergency overtime and planned overtime which are updated manually, leaving room for human error.



2

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## DISCUSSION

1. ARCOS LLC is the only company whose product focuses on assisting utilities respond, restore, and report quickly, safely and accurately, streamlining the critical process of notification, activation and mobilization of crews.
2. ARCOS Resource Management Solution's platform for the Grid Control Center can automatically launch callouts and receive multiple responses at once, enabling Systems Operations to reprioritize resource scheduling.



3

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## DISCUSSION

3. ARCOS Resource Management Solution's record keeping and compliance to union callout rules reduces grievances and all associated time costs due to schedule-awareness, adhering to complex business processes and callout rules, ensuring the equitable distribution of overtime without error.
4. This software also provides comprehensive reporting to provide detailed callout and performance data eliminating human error.



4

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## REDUCTION OF “PAID WAIT” TIME

1. Using ARCOS' automated callout platform, callout durations will be compressed which reduces the time crew members are paid to wait for the remainder of the crew to arrive before they can begin work
2. There are 300 callouts each year, and each callout takes about one (1) hour to complete
3. Reduction of Paid Wait time is estimated to be \$113,900 per year (avoided cost)



5

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## ARCOS ANNUAL SAVINGS/BENEFITS

- |  |           |
|--|-----------|
| 1. Paid Wait Time avoided costs  | \$113,900 |
| 2. Customer Meter Revenue Recovered  | \$ 2,500  |
| 3. ESTIMATED TOTAL ANNUAL SAVINGS  | \$116,400 |
| 4. RPU Customers will experience shorter outage durations<br>(outages will not last as long) |           |



6

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## COST SCHEDULE

Products & Services	Year 1	Year 2	Year 3	Total
ARCOS Resource Manager	\$90,952	\$90,952	\$90,952	\$272,856
Implementation & Training	\$77,490	\$ -	\$ -	\$77,490
<b>Total</b>	<b>\$168,442</b>	<b>\$90,952</b>	<b>\$90,952</b>	<b>\$350,346</b>
Variable Fee – /min/call	\$0.25 Per Minute (\$0.125 for the first 30 seconds, then \$0.025 per six second increments thereafter)			



7

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## DISCUSSION

5. Purchasing Resolution No. 23256, Section 702 (c) authorizes the City to waive the formal competitive procurement process when procurement can only be obtained from a sole source or timely from a single source and the Manager is satisfied that the best price, terms, and conditions for the procurement thereof have been negotiated.
6. The Purchasing Manager concurs that the recommended actions are in compliance with Purchasing Resolution No. 23256, Section 702 (c).



8

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## RECOMMENDATION

That the Board of Public Utilities approve the Master Service Agreement for the ARCOS Resource Management Solution Software with ARCOS LLC of Columbus, Ohio for a three-year term in the total amount of \$350,346, with optional renewal upon mutual agreement pursuant to Purchasing Resolution No. 23256, Section 702 (c).

