



Department Source: City Utilities - Water and Light

To: City Council

From: City Manager & Staff

Council Meeting Date: October 7, 2019

Re: Professional Services Agreement with Telvent USA, LLC.

Executive Summary

Staff has prepared for Council consideration an ordinance authorizing the City Manager to execute a Professional Services Agreement with Telvent USA, LLC, a subsidiary of Schneider Electric, Inc. and appropriate \$35,000 for a Task Order for Extended Support & Maintenance (ESM) Services. The City's current Enterprise License Agreement (ELA) with Televent USA includes basic maintenance and support for its existing ArcFM solution components. A new agreement is required to establish the framework in order to enable Telvent USA to provide additional professional services to the City beyond what is provided by the existing ELA.

Discussion

The City's current Enterprise License Agreement (ELA) with Telvent USA, LLC, a subsidiary of Schneider Electric, Inc. includes basic maintenance and support for its existing ArcFM solution components (ArcFM, Responder (outage management software), ArcFM Web, ArcFM Server, Fiber Manager, Network Adapter, and more). This basic level of support currently costs \$34,462 annually. It has been determined that additional ArcFM-functional expertise and customer service specific to the City is needed.

A Professional Services Agreement is needed to establish the framework in order to enable Telvent USA to provide additional services to the City beyond what is provided by the existing ELA. Once the Professional Service Agreement is in place, additional services can be provided through an applicable Task Order/Statement of Work ("SOW") that is agreed upon by the City and Telvent USA. As part of the Professional Services Agreement, the City's Purchasing Agent will be authorized to execute Task Orders under this agreement.

Once this agreement is in place, the City intends to develop a Task Order for Extended Support & Maintenance (ESM) for the City's existing ArcFM solution components as mentioned above. The ESM is Telvent USA's premium support program for the ArcFM platform. The goal of the ESM is to provide higher levels of personalized, proactive, engaged, prioritized and focused service to ensure that all support needs are met. The ESM combines services from both Telvent USA's support services and professional services teams. The support includes access to technical support, correction of defects or errors in core ArcFM Solution software, and future releases of and upgrades to previously purchased software.

Proposed with the ESM is:

- Technical Account Manager (TAM)
 - Single-point-of-contact (SPOC)
 - Coordination & management of technical issues – resolution and escalation



- Regular incident status updates
- Provide quarterly reports on service
- Pro-active information sharing (software news & updates)
- Technical support advocate (e.g. priority)
- Client's ArcFM solution environment (VM)
- Client's SDE database instance at Schneider Electric
- Liaison with telephone support & 24x7x365 incident logging
- Secure live remote support
- TAM / other resources on-site (1-week)
- Two additional passes to Schneider Electric's annual user conference (Link)

The estimated cost of the ESM is \$35,000 per year, and includes professional services by a dedicated Telvent USA Technical Account Manager (TAM). Staff recommends Council adopt an ordinance authorizing the City Manager to execute a Professional Services Agreement with Telvent USA, LLC, a subsidiary of Schneider Electric, Inc. and appropriate \$35,000 for a Task Order for Extended Support & Maintenance (ESM) Services.

Fiscal Impact

Short-Term Impact: None

Long-Term Impact: Once this agreement is in place, the City intends to develop a Task Order for Extended Support & Maintenance (ESM). The estimated cost of the ESM is \$35,000 per year.

Strategic & Comprehensive Plan Impact

[Strategic Plan Impacts:](#)

Primary Impact: Infrastructure, Secondary Impact: Not Applicable, Tertiary Impact: Not Applicable

[Comprehensive Plan Impacts:](#)

Primary Impact: Infrastructure, Secondary Impact: Not applicable, Tertiary Impact: Not Applicable

Legislative History

Date	Action
November 6, 2017	B317-17 Authorizing a software license agreement with Telvent USA, LLC relating to an electric and water outage management system.



City of Columbia

701 East Broadway, Columbia, Missouri 65201

Suggested Council Action

Staff recommends Council adopt an ordinance authorizing the City Manager to execute a Professional Services Agreement with Telvent USA, LLC, a subsidiary of Schneider Electric, Inc. and appropriate \$35,000 for a Task Order for Extended Support & Maintenance (ESM) Services.