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WATER

PUBLIC SERVICE BOARD MEETING

AGENDA ITEM

REGULAR MEETING

Wednesday, February 11, 2026

SUBJECT

Increase master contract with Tuatara Consulting Inc. Systems

BACKGROUND

A master contract was issued through the TIPS Contract No. 240601 to Tuatara Consulting, Inc, pursuant to the delegated authority of the President/CEO or designee to issue master contracts with awarded vendors participating in approved cooperative purchasing programs for an estimated annual master contract amount of \$500,000 without further Public Service Board approval.

Additional capacity in the amount of \$4,500,000 is needed for the master contract with Tuatara Consulting Inc. to continue providing integrated advisory, program management, and technical consulting services, including management consulting, IT strategy, systems integration, SaaS and infrastructure management, data and AI solutions, asset management, ServiceNow and GIS governance, ERP advisement, and enterprise program management. Tuatara delivers these services using its proprietary delivery methods, governance frameworks, and Microsoft and ServiceNow automation assets, which are already embedded in EPWater's ServiceNow environment. Tuatara has demonstrated proven performance through the successful implementation of ServiceNow across IT Service Management, Strategic Portfolio Management, and Field Service Management, establishing it as the enterprise work management platform. Maintaining continuity with Tuatara avoids the cost, risk, and delays associated with transitioning to alternative providers and provides a single point of accountability across multiple initiatives, ensuring consistent governance, technical standards, and reduced vendor management complexity.

PRIOR PSB ACTION

- None

UTILITY KPI ALIGNMENT

Infrastructure Performance

EVALUATION PROCESS

Staff reviewed and evaluated the contract through the TIPS Purchasing Cooperative Contract No. 240601 and determined that Tuatara Consulting Inc. provides the best value for the services needed. Staff is requesting that the PSB approve the increase in contract capacity for Tuatara Consulting Inc. to provide additional services. Tuatara Consulting Inc. has historically been a reliable, responsive, and qualified vendor.

FINANCIAL IMPLICATIONS

This expenditure is in the approved budget.

PROPOSED ACTION REQUESTED

Consider and approve an increase in the master contract capacity of Tuatara Consulting Inc. through the TIPS purchasing cooperative Contract No. 240601 Technology Solutions, Products, and Services by an additional \$4,500,000 for a cumulative existing master contract amount of \$5,000,000 and authorize the issuance of future master contracts in the estimated annual amount of \$5,000,000 for as long as the term of the TIPS Contract No. 240601 is in place.

SUPPORTING DOCUMENTATION PROVIDED

- Master Contract
- TIPS Contract No. 240601 Award Summary



CONTRACT

Dispatch via Print

Contract ID MC00001391		Page 1 of 1
Contract Dates 09/01/2025 to 08/31/2026	Payment Terms NET 30	
Description: TIPS- 240601 Consulting and Other Related Services		

Supplier 0000010023
Tuatara Consulting Inc.
w239n7474 High Ridge Dr
Sussex WI 53089

Tax Exempt? Y Tax Exempt ID: 17460035797

Line #	Item Desc	UOM	Amt	Qty	Amt
1	TIPS- 240601 Consulting and Other Related Services	EA	500,000.00	1	500,000.00

DO NOT EMAIL TO VENDOR

EACH MASTER CONTRACT IS LIMITED TO NO MORE THAN ONE YEAR.

MC00001391 Replaces MC00000997

AWARDED BY THE PSB: NOVEMBER 4, 2020, PER COOPERATIVE RESOLUTION.

PSB AGENCY NO. K0711

PER THE INTERLOCAL PURCHASING SYSTEM (TIPS) COOPERATIVE

COOP CONTRACT: 240601 Consulting and Other Related Services

COOP TERM: Awarded for five (5) years through August 31, 2029, with one (1), 1-year optional
renewal through August 21, 2030.

COOP Extended until August 31, 2029

MC00000997: 09/01/2024 to 08/31/2025, \$500,000.00 (MES 08/22/2024)

MC00001391: 09/01/2025 to 08/31/2026, \$500,000.00 (LPO 08/28/2025)

ALL INVOICES MUST BE E-MAILED TO:

AccountsPayable@epwater.org

El Paso Water Utilities

ACCOUNTING DEPARTMENT

P.O. Box 511

El Paso, TX 79961

Ph:(915)594-5623

REQUESTED BY: 810Admin@epwater.org

Vendor POC Name: Tom Driscoll

Vendor POC Phone: (262) 372-6754

Vendor Email: tdriscoll@tuatarainc.com

(SECTION 105-490):

FOR INFORMATION, PLEASE CONTACT JESUS HERNANDEZ @ (915) 594-5639

(SECTION 510-917):

FOR INFORMATION, PLEASE CONTACT LEONARDO OCHOA @ (915) 263-4157

Terms and Conditions signed 06/18/2024

LPO 7/28/2025

Total Amt: \$500,000.00


Authorized Signature

08/17/25

ELECTRIC POWER

SECURITY/SAFETY

SIGN UP

ALL CONTRACTS

ALL VENDORS

Search



THE INTERLOCAL PURCHASING SYSTEM

"PURCHASING MADE PERSONAL"



HOME

CONTRACTS

MEMBERSHIP

VENDORS

EDGAR & FEDERAL COMPLIANCE

PARTNERSHIPS

ABOUT US

EMAIL PO & VENDOR QUOTE TO: TIPSP0@TIPS-USA.COM

PO AND QUOTE MUST REFERENCE VENDOR TIPS CONTRACT NUMBER

ATTACH PO AS A PDF - ONLY ONE PO (WITH QUOTE) PER ATTACHMENT

Notice:

Many Vendors utilize specific warranties, subscription agreements, license agreements, EULA's, etc. ("Supplemental Agreements") when you purchase specific goods or services from that Vendor. Since the Supplemental Agreements do not necessarily apply to every Member, every jurisdiction, or every purchase, TIPS does NOT now negotiate the terms of those agreements on Members' behalf. If you are required to sign such a supplementary agreement by the TIPS Vendor, TIPS strongly encourages Members not to proceed with a purchase until they have carefully reviewed and negotiated all applicable Supplemental Agreements. TIPS recommends you work with your entity's legal counsel to ensure compliance with the legal requirements of your entity and your jurisdiction.

[TIPS Member PO Process](#)

OVERVIEW

DUE DILIGENCE

CONTACTS

PRINT PROFILE

Tuatar Consulting Inc.

CONTRACT: **240601** Consulting and Other Related Services

End Date: Aug-31-2029

EDGAR COMPLIANCE : [View Doc.](#)

CONTRACT DOCUMENTS

- [Bid Request](#)
- [Bid Responders](#)
- [Bid Advertisement](#)

VENDOR DOCUMENTS

- [Vendor Contract](#)