



**PUBLIC SERVICE BOARD MEETING
AGENDA ITEM
REGULAR MEETING
Wednesday, July 8, 2026**

SUBJECT

Master Contract with TMG Utility Advisory Services, Inc. through the General Services Administration (GSA) Contract No. GS-35F-474GA for information technology services supporting Oracle C2M managed services and functional business support

BACKGROUND

EPWater needs continued information technology professional services and managed services to support Oracle C2M managed services and functional business support for the utility's customer information system. These services support daily billing, customer interaction, work orders, reporting, water conservation support programs, system integrations, system optimization, and related business and technical operations. The current Public Service Board (PSB) approval expires on August 31, 2026. Staff requests PSB approval for a new contract with TMG through (GSA) Contract No. GS-35F-474GA to maintain uninterrupted support for critical customer information system functions and related operational activities.

PRIOR PSB ACTION

- On July 12, 2023, the PSB approved an increase in capacity of Master Contract MC00000601 issued to TMG Utility Advisory Services, Inc. for the purchase of information technology professional services through General Services Administration Contract No. GS-35F-474GA, adding \$2,500,000 to increase the cumulative contract amount to \$3,000,000 and authorizing future master contracts in the annual amount of \$3,000,000 for a term of two years with annual updates on optimization projects.

UTILITY KPI ALIGNMENT

Customer Satisfaction

EVALUATION PROCESS

Staff evaluated the ongoing operational and business needs supported by TMG Utility Advisory Services, Inc. and determined that entering into a new contract is necessary to maintain reliable support for Oracle C2M and related customer information system functions. Continued services through the cooperative contract will allow EPWater to maintain continuity of service for critical billing, customer service, reporting, integration, and system support activities while avoiding disruption to utility operations.

FINANCIAL IMPLICATIONS

This expenditure is part of the approved budget.

PROPOSED ACTION REQUESTED

Consider and approve the issuance of a master contract with TMG Utility Advisory Services, Inc. through the cooperative General Services Administration Contract No. GS-35F-474GA for Oracle C2M managed services and support for critical customer information system functions and related operational activities beginning September 1, 2026, in the estimated annual amount of \$2,000,000, and authorize the issuance of future annual master contracts in the estimated annual amount of \$2,000,000 for as long as the term of the General Services Administration Contract No. GS-35F-474GA is in place.

SUPPORTING DOCUMENTATION PROVIDED

- General Services Administration Contract No. GS-35F-474GA Award Summary



Contractor Information

(Vendors) [How to change your company information](#)

System Notice: eLibrary is experiencing an issue with MAS 8(a) Pool participant identification. Please reach out to maspmo@gsa.gov to confirm MAS 8(a) pool status.

Contract #: GS-35F-474GA	Socio-Economic : Small Business	Govt. POC: Gary Davis 703-605-9196 garyc.davis@gsa.gov
Contractor: TMG UTILITY ADVISORY SERVICES, INC.	Current Option Period End Date : May 31, 2027	Terms & Conditions Price List
Address: 388 FEATHERGRASS DR BUDA, TX 78610-8911	Ultimate Contract End Date : May 31, 2037	
Call: 973-727-8732		
Email: pam.glanvill@tmgconsulting.com		
Web Address: http://tmgconsulting.com		Contract Clauses/Exceptions: View the specifics for this contract
SAM UEI: JQSFR2UA3J21		EPLS : Contractor not found on the Excluded Parties List System
NAICS: 541512		

Source	Title	Contract Number	Terms & Conditions / Price List	Current Option Period End Date	Ultimate Contract End Date	Category	View Catalog
MAS	Multiple Schedule	Award GS-35F-474GA	Terms & Conditions Price List	May 31, 2027	May 31, 2037	54151S	 
						OLM	 