

**CITY COUNCIL AGENDA ITEM**  
CITY OF SHORELINE, WASHINGTON

**AGENDA TITLE:** Authorizing the City Manager to Execute Contracts with Azteca Cityworks in the amount of \$78,183, Plus Future Annual Maintenance Fees, for the Acquisition of a Computerized Maintenance Management System (CMMS) and with Woolpert in the Amount of \$146,200 for Phase I of the system implementation

**DEPARTMENT:** City Manager's Office

**PRESENTED BY:** Debbie Tarry, Assistant City Manager

**ACTION:**        ☐ Ordinance        ☐ Resolution    ☒ Motion  
                 ☐ Discussion        ☐ Public Hearing

**PROBLEM/ISSUE STATEMENT:**

The City needs to update its current enterprise resource planning software, with a Geographic Information System (GIS) centric Computerized Maintenance Management System (CMMS). The CMMS serves as the City's asset management system and will be used to track assets, service requests, work orders, and asset condition assessments for the City's existing surface water utility assets (pipes, catch basins, detention facilities, pumps, etc.), roads, street signals and signs, parks and park amenities and facilities. The asset management system will also be critical for the future management of the wastewater and water utilities.

The City issued a request for proposal (RFP) for CMMS software in December 2012 to replace our existing planning software installed in 2000, a product of Hansen Information Technologies, now Infor Public Sector. The City received ten (10) proposals with initial pricing ranging from \$197,100 to \$831,376 for acquisition and implementation. After reviewing the proposals it was determined that there were four firms that most closely met the requirements of the RFP. In January 2013 the City invited four vendors for demonstrations and interviews. Following the on-site demonstrations staff conducted visits to other agencies, did reference checks, and conducted on-site demonstrations with other agencies using the various software. Based on the outcome of this process, staff is recommending that the City acquire CMMS software from Azteca Cityworks and utilize Woolpert as the implementation partner.

Staff is recommending that the City purchase twenty-five (25) user licenses for the software in the amount of \$71,400 plus applicable sales tax (\$78,183) from Cityworks. The annual maintenance fee for these licenses is \$16,175. The City can convert the individual licenses to an unlimited site license at any time in the future and apply the user licenses fee (\$71,400) against this cost.

Staff is also recommending that Council authorize the City Manager to execute a contract with Woolpert for Phase I of the CMMS implementation in the amount of \$146,200.

**RESOURCE/FINANCIAL IMPACT:**

The 2012 budget included \$273,539 for the acquisition, implementation and licensing of CMMS software and 2013 budget included an additional \$130,000 that could be used for the CMMS. The unspent 2012 funds will be carried over to the 2013 budget and included in the budget carry-over ordinance scheduled for Council action on April 8. This brings the total budget available for the acquisition and implementation of the CMMS to \$403,539. The current proposed contracts are for \$78,183 for Azteca Cityworks and for Phase I of the implementation with Woolpert in the amount of \$146,200. This leaves a project balance of \$179,156 for Phase II implementation, data migration and/or system integration with the City's permitting or financial system if required.

**RECOMMENDATION**

Staff recommends that Council authorize the City Manager to execute contracts with Azteca Cityworks in the amount of \$78,183 plus future annual license fees for the acquisition of a Computerized Maintenance Management System (CMMS) and with Woolpert in the amount of \$146,200 for Phase I implementation of the CMMS.

Approved By:            City Manager ***JU***    City Attorney ***IS***

## **INTRODUCTION**

The City needs to update its current enterprise resource planning software, Infor Public Sector (formerly known as Hansen Information Technologies), implemented in 2000, with a Geographic Information System (GIS) centric Computerized Maintenance Management System (CMMS). The CMMS serves as the City's asset management system and will be used to track assets, service requests, work orders, and asset condition assessments for the City's existing surface water utility assets (pipes, catch basins, detention facilities, pumps, etc.), roads, street signals and signs, parks and park amenities and facilities. The asset management system will also be critical for the future management of the wastewater and water utilities.

## **BACKGROUND**

GIS is the most powerful software and database system for managing an inventory of geographically distributed assets such as roadways, bridges, traffic control, parks and park amenities, facilities, trees, surface water systems, water and wastewater systems, and so forth. GIS centric system means that the asset records are fully integrated with the GIS mapping of the City's various asset systems and those records can be accessed and updated by using map locations. For those assets that may not be "location specific" such as components of a pump station, assets and their related maintenance and condition records can be stored independently of a GIS location within a GIS centric system.

The City's current CMMS software (Hansen 7.0) is not GIS centric and has not been able to meet the City's asset management needs. Additionally the City must update its Windows operating system from Windows XP to Windows 7.0 in 2014 since Windows XP will no longer be supported by Microsoft after April 2014, and the City's current CMMS is not compatible with Windows 7.0.

The City began planning for a new CMMS in 2011 by reviewing the needs of its surface water utility. The 2012 budget included \$233,539 in unspent funds for acquisition and implementation of a CMMS and \$40,000 for anticipated annual maintenance fees. This included \$60,000 in grant funds from the Department of Ecology (DOE) to apply towards the implementation of an asset management system for the City's surface water utility. The 2013 budget included an additional \$90,000 that could be used for acquisition and implementation and \$40,000 for annual maintenance fees. This brings the current authorized budget to \$403,539. The DOE grant funds must be expended by June 30, 2013.

The City conducted the CMMS request for proposal (RFP) process in 2012. The City's Information Technology Manager left employment with the City in November 2012 and at that time the project management was assigned to the Assistant City Manager. The City issued the RFP on November 5, 2012. Responses were due on December 14, 2012. The City received ten (10) proposals. Based on the following criteria the proposals were narrowed to four (4) for on-site demonstrations and interviews:

- Related Experience and Past Performance **15 points**
  - System Technology Requirements **30 points**
  - Implementation and Workflow Automation Requirements **25 points**
  - Cost/Budget **30 points**
- Maximum points -100**

A team of employees, along with support from an HDR engineer with specific expertise in asset management,, participated in the demonstrations and interviews. Employees also did site visits to other agencies and reviewed references. Based on this additional analysis, staff recommends that the City acquire the CMMS from Azteca Cityworks and engage Woolpert as the implementation partner.

## **DISCUSSION**

### **Azteca Cityworks - Software Licensing**

Cityworks provides a variety of licensing options for their software. Over the long-term it is likely that the City will want to purchase unlimited site licensing for the CMMS software, especially with the need for maintaining the assets of the future wastewater (sewer) and water utilities. Although this is the case, staff recommends that the City invest in a limited license option (25 licenses) at this time and purchase the unlimited site license option in the future. The unlimited site license includes all Citywork asset management modules for a purchase price of \$180,000 and annual maintenance fee of \$36,000 (20% of the purchase). Cityworks has agreed to a purchase price of \$71,400, plus applicable sales tax, for 25 licenses (approximately 12% discount from their normal pricing) with an annual maintenance fee of \$16,175. They have also agreed to apply the \$71,400, at any time in the future, towards the acquisition of the unlimited site license. Cityworks has agreed to maintain the \$180,000 unlimited site license pricing and \$36,000 annual maintenance fee through December 31, 2014, if the City decides to acquire the unlimited license by that time. The \$71,400 initial license payment will also apply towards the future purchase of an unlimited site license anytime after December 31,2014.

### **Woolpert Implementation**

Cityworks uses a model of partnering with other firms to provide implementation, data migration, and system integration services. In fact three of the RFP responses included Cityworks software from three different implementation partners.

Woolpert has agreed to a two phased approach for implementation. Phase I will include the surface water utility implementation (system design and configuration), installation and implementation of Woolpert's e311 tool, development of required reports including those reports required to comply with the City's NPDES permit, and an on-site assessment for roads, street signals and signs, parks, and facilities assets. The deliverable from the on-site assessment will include a complete project plan, including budget, for asset identification, service request and work order set-up, and reporting requirements for the roads, street signals and signs, parks, and facilities assets. This will also allow staff and the consultant to agree on data migration needs from existing systems and future system integration with the City's financial and permitting software. Staff has also requested that Woolpert assist in identifying any supplemental resources that the City may need to consider in order to have successful implementation across all of the future asset areas . Staff anticipates that additional GIS support will be one of those items required for Phase II implementation. The total cost for Phase I is estimated at \$146,200.

### Other Potential Future Costs

The CMMS project may include the need to migrate and convert data from the current non-GIS centric system to the new system. The cost of this will be estimated during the on-site review.

Additionally the City anticipates that there are adequate GIS and staff support resources for the surface water utility implementation, but it is likely that the City may need to consider more support for the implementation for other asset classes. This could include asset inventorying, additional GIS support, and project management. Costs for these services will be more clearly identified in the on-site analysis.

The intent of the CMMS system is to allow field personnel to update work order activity and maintenance records in the field in real time. This will require the acquisition of appropriate hardware (laptops or tablets) for field staff to conduct this activity. The acquisition of the equipment will be purchased from the CMMS acquisition budget. It is likely that there will be new on-going costs for data plans to allow for remote internet access that facilitates updating asset records in the field.

### **RESOURCE/FINANCIAL IMPACT:**

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### **RECOMMENDATION**

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