



Legislation Text

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File #: 21-1268, Version: 1

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**CITY COUNCIL AGENDA ITEM**

**ACTION REQUESTED:**

Approve the award of Phase Two to Contract 17-056, Cityworks Upgrade and Enhancement Project, to POWER Engineers, Inc. for an amount not to exceed \$778,801.22 and a total award of \$2,073,907.88 and for an additional 90 days

**DEPARTMENT:** Information Technology

**SUBMITTED BY:** Jacqueline Nguyen, Director

**BOARD/COMMISSION REVIEW:**

N/A

**BACKGROUND:**

The City Council awarded Contract 17-056 to POWER Engineers on December 5, 2017 for the upgrade and integration of Cityworks. Cityworks serves as one of the City's primary technology platforms that is integrated across departments. The platform provides a singular technology solution for work orders, service requests, asset management, and warehousing functions across the City. The upgrade and integration of Cityworks removes barriers between departments allowing for data sharing to improve coordination and consistency in service delivery, which ultimately increases the likelihood that customer issues can be resolved during the first call to the City.

When this project was initiated, staff planned for work to occur over multiple phases. Phase One included project discovery and design to identify future needs beyond those identified before the project commenced. The initial award only funded Phase One.

To date, the completed upgrades and enhancements have shown significant benefits to operations across the City. Some of those benefits include:

1. Remote access to Cityworks, providing real-time information on service requests and work orders from any device, anywhere, anytime;
2. Vendor access to Cityworks resulting in reduced reliance on paper records for vendors to complete their work; and
3. The transition from antiquated work order systems in the TED Business Group and at the Springbrook Water Reclamation Center to a citywide system where users across departments can have access to work orders instantly.

Phase One work is nearing completion, including the discovery and design, and staff is now seeking authorization to fund Phase Two.

**DISCUSSION:**

Phase Two of the Cityworks project will build upon the successful upgrades and integrations completed during Phase One. Funding for Phase Two will provide for:

- Continued expansion in the use of Cityworks to create consistent, streamlined work processes across the City.
- Transition from Sungard work order system for Electric
- Additional integrations with existing technology platforms, including Tyler Munis and ArcFM.
- Consulting services and support through 2023.
- Integration support through 2026.

The Electric Utility will be the primary beneficiary of work scheduled in the second phase in alignment with approved Procurement 20-257, Cityworks Integration Implementation, awarded to Schneider Electric on 7/21/2020 for an amount not to exceed \$169,623. The Water Utilities, Department of Public Works, and the TED Business Group will also benefit from work done in Phase Two.

To complete the remaining work defined in Phase Two, staff is requesting to add \$778,801.22 and 90 days to the existing contract. The current project completion date is March 31, 2023. The newly anticipated project completion date is July 1, 2023.

**FISCAL IMPACT:**

CIP#: CE148

Funding for CE148, Cityworks Upgrade and Enhancement, is included in the 2022 budget for a total of \$746,600 allocated across the funds as listed below. The remaining amount of the award will be budgeted accordingly in future years.

<b>Account Number</b>	<b>Fund Description</b>	<b>Total Budget Amount</b>
16101300-551504	Electric Utility Fund	\$604,000
16102000-551504	Water Capital Fund	\$138,000
16102200-551504	Capital Projects Fund	\$554,600