

## Legislation Text

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File #: 17-480, Version: 1

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**CITY COUNCIL AGENDA ITEM****ACTION REQUESTED:**

Approve the Award of RFP 17-056, Cityworks Upgrade and Enhancement Project, to Power Engineers, Inc. for an amount not to exceed \$1,295,106.66.

**DEPARTMENT:** Electric Utility

**SUBMITTED BY:** Mark Curran, Director

**BOARD/COMMISSION REVIEW:**

N/A

**BACKGROUND:**

While the City was investigating ERP solutions, staff found that many products are not tailored to the needs of local governments, as they require customization and additional funds. The City began to focus on a “Best of Breed” environment - utilizing several software solutions already in place that need to be fully leveraged and integrated across departments as well as across platforms. One of these best of breed software solutions is Cityworks. Cityworks is a comprehensive public asset and work management software solution by Azteca Systems LLC, which has been used in a number of different ways across City departments to manage work orders, service requests and to a limited extent warehousing functions since the 1990's.

This project will upgrade Cityworks to the latest version and standardize the software on a single platform to provide service request, work order, asset management and warehousing functionality to all departments that currently use this functionality in SunGard. Additionally, departments that currently do not use the Cityworks platform will be included in the implementation, rollout and training phases as this software package will become the standard work activity tracking tool for all departments. Required and relevant information from legacy systems will be migrated and/or backed up prior to the retirement of the respective system.

While the ERP standardizes and upgrades the City's financial, utility billing, permit and human resources software platforms, Cityworks standardizes and upgrades the City's service request and work order platforms. Specifically, this project will achieve the following outcomes:

- *Standardization:* The City will reduce the number of work order systems from four to one. This eliminates software licensing, maintenance and support for multiple solutions. A single solution will serve all of the service request, work order, and inventory needs of the City.
- *Improved coordination amongst departments-* Today, City departments work on different systems to track service requests and work orders. A customer could call multiple departments asking about work in their parkway and multiple city staff may end up responding. Under a shared platform, a single service request will be created and one

department will be responsible for investigating the customers concern.

- *First call resolution/Virtual 311*- The City receives requests from residents in a variety of ways, including phone calls, emails, and through the Help Center on the website. Departments do not have access to each other's service requests and work orders today. With this implementation, all service requests and work orders will be on a single platform. Therefore, a call taker in DPW will be able to see the status of a work order for the Electric Utility and provide that information to a customer instead of transferring the call. A single platform will allow the City call takers to manage a call regardless of the department responsible for the work, increasing first call resolution and reducing transfers.
- *Improved customer information and satisfaction*- The last phase of the project is an improved customer interface for service requests. Through this interface, the City will be able to share more information about the status of a customer service request. For example, if a resident has a parkway tree that needs to be taken down and replanted, we envision a system that will share real-time status of each step of the process, similar to Fed Ex and UPS tracking platforms today. This system will provide clear expectations to the customer and is expected to reduce call volumes.

## **DISCUSSION:**

In May 2017, the City issued RFP 17-056 soliciting proposals from experienced and qualified vendors to perform workflow analysis, guide standardization and perform configuration services to enhance and expand the City's existing Cityworks environment.

Advertisement Date:	05/09/2017	Notices Sent:	343
Opening Date:	06/01/2017	Planholders:	16
		Bids Received:	1

One proposal was received from Power Engineers, Inc.

Staff reached out to the companies that attended the mandatory pre-proposal meeting but decided not to submit a proposal. One vendor did not feel that they had enough time to put a quality response together and was concerned about the stipulated nine-month deployment schedule. Another company felt that they did not have enough resources available to put their best efforts into this project if they were selected for award.

A selection committee consisting of staff from the Electric Utility, Information Technology, Finance, Water Utility, Fire Department, Police Department, Transportation, Engineering and Development Business Group, Department of Public Works and City Manager's Office reviewed the proposal. The proposal was scored based on the following criteria set forth in the RFP:

- Capability, Capacity and Qualifications of the Proposer (20%)
- Suitability and Quality of the Approach/Methodology (30%)
- Milestones and Deliverables (20%)
- Outcomes to be Achieved (30%)

The proposal was given a score of 82.2 out of 100 and the selection committee determined that it was appropriate to conduct an interview with Power Engineers to learn more about the services they

could offer with this project. Following the interview, the selection team decided to move forward with contract and scope negotiations with Power Engineers. It should be noted that if the selection team had not felt comfortable with the proposal and interview, the RFP would have been rejected and a new RFP with a modified scope of services would have been advertised.

### Project Scope of Services

This project is broken into four phases with Phases 0, I and II being recommended for award at this time. The scope of work for the final phase of this project, which includes customer engagement, will be refined during the Discovery and Design Architecture phase (Phase 0) and a recommendation for award will be brought to Council shortly thereafter. A brief description of each phase is listed below:

#### Phase 0 (Discovery and Design Architecture) - \$483,526.66:

This phase of the project will yield documentation that includes optimized departmental workflows in the key areas of the project. Additionally, design documentation will be delivered to the City which outlines, in detail, each software integration that will be completed and specifies the work flows that will be programmed into Cityworks in later phases of the project. This phase is expected to be completed in the third quarter of 2018.

#### Phase 1 (Warehousing) - \$208,880.00:

This phase of the project includes the migration of existing material warehouses from SunGard to Cityworks as well as the creation of new warehouses for departments that currently use other software such as the Water Utility. This phase is expected to be completed along with Phase 0 in the third quarter of 2018.

#### Phase 2 (Work Orders) \$602,700.00:

Included in the scope of work for this phase is the migration of existing work orders and asset information from SunGard to Cityworks. At the completion of this project, the City will be ready to begin working on service requests and the foundation of a Virtual 311 system or other customer engagement portal will be completed. It is expected that this phase will be complete in quarter three of 2019.

#### Phase 3 (Service Requests and Asset Management) est. \$450,000.00:

This final phase of the project will be refined at the completion of Phase 0 and includes customer engagement as well as asset management functionality. This phase is being held from recommendation at this time as the technology and software is evolving in this space and staff feels that it will be in a better position to refine this scope of work at a later date. A draft scope of work has been completed for this phase and depending upon the customer engagement platform chosen, it is projected that this will be completed by the end of calendar year 2020.

### Challenge Discussion

In November, staff convened thirty employees from across the City to challenge the project plan for the Cityworks project. The employees provided valuable feedback including the need to integrate with Energov (where right-of-way permits are processed), opportunities for using Cityworks for capital project tracking, the need for quality data in the system and ensuring our mobile computing deployments are timed appropriately with the Cityworks project.

### **FISCAL IMPACT:**

CIP #: CE148

The Cityworks Upgrade and Enhancement Project is expensed across three funds in the accounts listed below. A total of \$620,000 is budgeted for CE148 in 2018 and funds for the remainder of the expense for this project will be budgeted in 2019 and 2020. The requested award is within budgeted amount for this project.

Account Number	Fund Description	Budgeted Amount
410.1610-581.70-85	Electric Utility	\$185,000
430-1610-581.70-85	Water Utilities	\$190,000
332-1610-581.70-85	Bond	\$105,000