



## Legislation Text

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File #: 23-0286, Version: 1

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### CITY COUNCIL AGENDA ITEM

#### **ACTION REQUESTED:**

Approve the Sole Source Procurement 23-068, Cityworks Premium Enterprise License Agreement Renewal, to Azteca Systems, LLC for an amount not to exceed \$104,940 and for a one-year term

**DEPARTMENT:** Information Technology

**SUBMITTED BY:** Jacqueline Nguyen, Director

#### **BOARD/COMMISSION REVIEW:**

N/A

#### **BACKGROUND:**

The City has been using Azteca Cityworks (Cityworks) software since 1997 for both Utilities, the Department of Public Works, and City Dispatch. Cityworks was standardized as the system of record for all service requests and work orders in 2017.

The Enterprise License provides the City unlimited use of Cityworks which tracks such items as labor costs, materials, and equipment for virtually any type of work-related task.

The software also tracks materials inventory and synchronizes data with field-based computers. In addition, the system also allows staff to track asset condition and prioritize assets based on past work history in order to determine which are in most need of repair.

Cityworks is closely integrated with the City's Geographical Information System (GIS) enabling service requests and work orders to be mapped by work location for more efficient routing and management of fieldwork crews.

The Cityworks server environment was updated in 2021 to support external vendor access which enables City departments to efficiently track work from external contractors. The City also implemented the Storeroom feature of Cityworks to manage warehouse inventory within the Utilities.

Approximately 6,000 work orders and 10,000 service requests are processed annually in Cityworks. Without Cityworks, the work orders and service requests would be processed by paper and tracking would be completed manually.

#### **DISCUSSION:**

This award is requested to renew the Enterprise License.

As the developer and sole owner of the rights to the software, the Cityworks Enterprise License can

only be purchased from Azteca Systems. The sole source letter from the developer is attached. The term of the renewal is one-year from May 1, 2023 through April 30, 2024.

**FISCAL IMPACT:**

CIP#: N/A

Renewal costs for the CityWorks license is expensed to the account number listed below for a total budget of \$103,950 which is \$990 less than requested. However, there is sufficient funds in the budget to accommodate the minimal overage.

Account Number	Fund Description	Total Budget
16101100-531312	General Fund	\$3,365,119