



**CITY OF PLANO
COUNCIL AGENDA ITEM**

CITY SECRETARY'S USE ONLY	
<input type="checkbox"/> Consent	<input type="checkbox"/> Regular <input type="checkbox"/> Statutory
Council Meeting Date:	5/13/2013
Department:	Technology Services
Department Head	David Stephens
Agenda Coordinator (include phone #): Dianna Wike x7549	

CAPTION

CSP 2012-181-C for 3 year contract with 2 City optional one year renewals, for Work Order and Asset Management System for Parks and Recreation and Public Works to Cartegraph Systems, Inc. in the amount of \$158,000 for the 1st year and an estimated annual amount of \$51,670 for each of the following 2 years and an estimated amount of \$53,000 for each of years 4 and 5, and authorizing the City Manager to execute all necessary documents.

FINANCIAL SUMMARY

NOT APPLICABLE OPERATING EXPENSE REVENUE CIP

FISCAL YEAR: 2012-13, 2013-14, 2014-15, 2015-16, 2016-17	Prior Year (CIP Only)	Current Year	Future Years	TOTALS
Budget	0	185,000	209,340	394,340
Encumbered/Expended Amount	0	0	0	0
This Item	0	-158,000	-209,340	-367,340
BALANCE	0	27,000	0	27,000

FUND(S): TECHNOLOGY FUND AND TECHNOLOGY SERVICES FUND

COMMENTS: Funds are available in the 2012-13 Technology Fund project budgets for Work Order software replacement in Parks and Public Works Departments. The amount to be spent in FY 2012-13 for this contract is \$158,000. The estimated future annual expenditures are \$209,340, (\$51,670 in FY 2013-14 and 2014-15, and \$53,000 in 2015-16 and 2016-17) and will be based on need within approved budget appropriations. The balance of funds will be used for other items related to the project.

STRATEGIC PLAN GOAL: Periodic replacements of work order and asset management systems relates to the City's Goal of Financially Strong City with Service Excellence.

SUMMARY OF ITEM

Staff recommends the proposal of Cartegraph Systems, Inc. in the 1st year amount of \$158,000, and an estimated annual amount of \$51,670 for each of the following 2 years and an estimated amount of \$53,000 for each of years 4 and 5 be accepted as the best value conditioned on timely execution of necessary contract documents for Work Order and Asset Management System. This system replaces two outdated work order management systems, one in Public Works and one in Parks and Recreation. Both systems are reaching the end of life and lack current technology features that can improve customer service and streamline work flows.



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List of Supporting Documents: Memorandum CSP Recap	Other Departments, Boards, Commissions or Agencies

Memorandum

Date: April 5, 2013

To: Diane Palmer-Boeck, Purchasing Manager
Dianna Wike, Contract Specialist

From: Jim Fox, Park Services Manager

Subject: Award Recommendation: CSP No. 2012-181-C WOAMS

The Work Order and Asset Management System (WOAMS) evaluation committee recommends the award of Competitive Sealed Proposal (CSP) No. 2012-181-C to Cartegraph Systems, Inc.

The evaluation committee consisted of representatives from Public Works, Parks and Recreation, Geographic Information Systems (GIS), and Technology Services.

The CSP was developed for the purpose of replacing two outdated work order management systems, one in Public Works and one in Parks and Recreation. Prior to the development of the proposal, there were initial fact finding efforts by both departments and vendor demonstrations. The Technology Services Department reviewed other work order systems currently utilized in the city. Following this process, it was determined that the software industry could provide a solution that would allow consolidation of the two existing work management systems. The potential for future use by other departments was also considered. The software will also significantly upgrade asset management capabilities for both departments.

These assets include land, pavement (roads, sidewalks, parking lots, etc.), utility systems (water, wastewater, storm water, etc.), signage and traffic control devices, pumping and water distribution systems, park structures, swimming pools, playgrounds, irrigation and lighting systems, trails, athletic fields and facilities, and living assets such as trees, turf, and landscapes.

The criterion for the award was based upon the overall solution, support, work history, and cost. Vendors were interviewed and reference checks were conducted. Cartegraph received the highest evaluation scores for three of the four criteria, and was the highest rated overall.

The overall solution is expected to improve upon the capabilities of current systems to:

- Provide information necessary to manage Public Works and Parks capital assets
- Receive service requests and generate work orders to provide efficient customer response
- Track labor, equipment, and materials against assets
- Improve workflows to manage in-house work forces, contractual services, and efficiently apply maintenance resources
- Leverage existing GIS data, provide a more centralized database (and dashboard) for staff to supervise work, keep an inventory of available resources, and preserve institutional knowledge
- Receive and provide data to analyze information and create reports to make informed decisions (e.g., pavement assessment data collection program)
- Optimize operations & maintenance practices and asset replacement/renovation programs
- Interface and leverage information in other city software systems

Memorandum

- Utilize new, user-friendly technology with robust functionality and improve upon the efficiency of operations (e.g., provide paperless mobile platforms for field staff, etc.)
- Provide analytical tools to help plan budgets and create capital improvement plans based on asset condition ratings

Support of the software is critical to effective use of the system. The proposed systems were evaluated for compatibility with the current city technology infrastructure, warranty, and support systems needed to help staff with on-going maintenance, updates, and resolution of issues. This also includes the vendor's overall implementation and training plan.

Work history and past performance includes the vendor's approach to deploying the system as well as the companies' technological and business philosophy in the industry. The proven use of the system in similar agencies and accessibility of regional users groups (for staff to attend) was evaluated.

The cost to procure and implement the system was the most heavily weighted factor in the evaluation process. Thirteen proposals were received ranging in cost from \$80,000 to \$224,695. Of the three top ranked proposals considered, Cartegraph, Inc. was the lowest cost. The cost of awarding to Cartegraph is \$158,000 for the first year of the 3 year agreement and \$51,670 for each of the following two years. Projected annual costs are \$53,000 per year for years 4 and 5. The total 5-year cost of procurement is \$367,340. Since this is a replacement system, funding for the annual costs of existing systems can be applied after migration to the new software.

The Technology Services Department also carefully considered on-going resource requirements and costs associated with in-house support and hardware requirements, and is in support of the award. The total five year cost of ownership (includes the initial award, installation, and four year maintenance costs for all hardware and software) is estimated to be \$418,600.

The amount of the award is within the budget estimate of \$185,000 in the Technology Fund for this item.

Non-approval will result in the continued use of two outdated software programs. Development of the software and updates for the existing Public Works software has ceased, so it is quickly reaching the end of its lifecycle. Both systems are lacking current technology features and robust tools that can improve customer service, streamline work flows, and provide information to "tell the story" and make better decisions related to maintenance and replacement of billions of dollars of city assets.

cc: Jayson Nickols, Doug Green, Georgeta Ungureanu, Mike Branch

CITY OF PLANO

CSP RECAP

CSP NO. 2012-181-C CSP FOR WORK ORDER AND ASSET MANAGEMENT SYSTEM

CSP opening Date/Time: January 4, 2013 at 3:00 PM

Number of Vendors Notified: 4532

Vendors Submitting "No Bids": 1

Number of Proposals Submitted: 13

VUEWORKS, LLC	\$ 80,000
NTB ASSOCIATES, INC.	\$120,290
ASSETWORKS, INC.	\$123,980
LUCITY, INC.	\$148,400
CITITECH SYSTEMS, INC.	\$149,500
CARTEGRAPH SYSTEMS, INC.	\$158,000
ACCELA, INC.	\$178,710
RJN GROUP, INC.	\$198,500
MAINTSTAR INC.	\$198,520
COHESIVE INFORMATION SOLUTIONS	\$198,749
SIERRA INFOSYS, INC.	\$200,750
INFOR GLOBAL SOLUTIONS (MICHIGAN), INC.	\$218,942
DENOVO VENTURES, LLC	\$224,695

Proposals Received – Not Considered: 0

Recommended Vendor(s):

CARTEGRAPH SYSTEMS, INC. \$158,000

Dianna Wike

March 15, 2013

Dianna Wike, Contract Specialist

Date