Midpeninsula Regional
Open Space District

R-17-120
Meeting 17-28
November 8, 2017

**AGENDA ITEM 4**

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Award of contract for software and professional services for implementation of a work order and asset management system.

**GENERAL MANAGER'S RECOMMENDATIONS**

1.  Authorize the General Manager to enter into a contract with Timmons Group Inc., to provide implementation services for a work order and asset management system, for a base contract amount of $132,480.

2.  Authorize a 3% contingency of $4,520, to be expended only if necessary to cover unforeseen conditions, for a combined not-to-exceed contract amount of $137,000.

3.  Authorize the General Manager to enter into a three year Cityworks software license agreement with Azteca Systems, LLC for $35,000 in year one and $45,000 per year for years two and three to provide an enterprise level work order and asset management software solution.

**SUMMARY**

The Land and Facilities Department is responsible for maintaining District property, including a wide variety of facilities across its 63,000 acres. To improve the management of these assets, the District is seeking to acquire a Work Order and Asset Management System with accompanying implementation and configuration services to consolidate business process and allow data/report access to inform decisions and best practices for managing assets. The project also includes in-depth staff training in the development of service requests and work orders. The proposed Work Order and Asset Management System is expected to cover roads, trails, fencing, water infrastructure, culverts, vehicles/heavy equipment, commercial/residential buildings, administrative/field offices, and workshop facilities. Thresholds for defining what assets to capture in the system will be identified during the business requirements phase of this work. This project was recommended as part of the District's Information Technology Master Plan.

**DISCUSSION**

The District is seeking the professional support of a consultant to implement and configure a Work Order and Asset Management System. A Request for Qualifications and Proposals was released on August 21, 2017 with bids due on September 18, 2017; the District received six responses. Four vendors advanced to the onsite interview process that took place on October 17, 2017. Consultants were asked to address the following needs:

- Consolidate work order and asset management practices into a single system of record
- Improve the life cycle management of infrastructure assets
- Increase data access across the agency
- Support mobile device access and provide work queues to field staff
- Allow mobile asset data collection using industry standard mobile devices
- Allow real-time Enterprise GIS integration by leveraging ArcGIS Server infrastructure
- Be compatible with American with Disabilities Act (ADA) compliance asset data entry and/or integration with an industry-standard ADA compliance asset database

The end-user for this product suite are the members of the Land and Facilities Department. Users of the systems will include managers, supervisors, leads, and field staff. Expected end users could be as many as 60. All District staff will be able to open a work order as they discover issues that the Land and Facilities Department will need to address.

**Vendor of Choice**
The RFQP review process was a rigorous process that District staff from the IST and Land and Facilities Departments conducted. The District received six responses to the RFQP. The responses were reviewed for quality, completeness, and implementation approach. The District also elevated four vendors for onsite interviews. In the end, Timmons Group Inc., was identified as the vendor of choice. Timmons provided a very complete and detailed RFQP response but was also the top choice in the onsite interviews. Timmons' project approach includes involving business users early in the process and conducting all training onsite. The Timmons Group project manager was the most articulate and organized of any of the project managers interviewed. Below is a list of vendors that submitted responses to the RFQP.

| Timmons Group Inc. | GISinc. |
|---|---|
| DTS LLC. | Cartegraph |
| GOmocha | Dude Solutions |

**Integration with Existing Technology Investments**
The District has made considerable technology investments over the last eighteen months, including investments in Enterprise GIS and mobile connectivity. The Work Order and Asset Management Project will be building on these investments. The work order systems that the District is looking to acquire includes a strong integration with the District's Enterprise GIS. This will allow staff to have a clear picture of the type and location of a particular asset on a web based map. Additionally, the project will focus on solutions that make this information mobile. The mobile approach will leverage existing investment in mobile connectivity, such as ranger and field supervisor laptops and tablets, and allow field staff access to work orders or allow for updating asset information from the field. In return, this data will then synchronize back to a centralized system. The approach of 'build once - share many times' is how IST will continue to build on the District's investments in technology.

**FISCAL IMPACT**

The FY 17-18 Budget includes sufficient funds to cover the cost of the proposed contract.

|  | FY2017-18 |
|---|---|
| Project Budget | $ 172,000 |
| Spent–to-Date (as of 11/08/2017): | $0 |
| Encumbrances: | $0 |
| [Recommended Action – Costs]: | $ 172,000 |
| Budget Remaining (Proposed): | $0 |

**BOARD COMMITTEE REVIEW**

This item was not previously reviewed by a Board committee.

**PUBLIC NOTICE**

Public notice was provided as required by the Brown Act.

**CEQA COMPLIANCE**

The award of contract is not a project subject to the California Environmental Quality Act.

**NEXT STEPS**

Following Board approval, the General Manager will direct staff to enter into a contract and develop a detailed scope of work and project plan with Timmons Group Inc. Project kickoff meetings are tentatively scheduled for mid-December 2017.

Responsible Department Head:
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