



Midpeninsula Regional
Open Space District

R-19-105
Meeting 19-19
July 24, 2019

AGENDA ITEM 3

AGENDA ITEM

Contract Amendment with Timmons Group Inc., for Work Order and Asset Management Software Implementation Services

GENERAL MANAGER'S RECOMMENDATION

Authorize the General Manager to amend a contract with Timmons Group Inc., for an additional \$42,450 to provide professional services for Phase Two of the work order and asset management implementation, for a total amount not-to-exceed \$179,450.

SUMMARY

Midpeninsula Regional Open Space District (District) entered into a contract with Timmons Group Inc., in November 2017 to configure and implement a work order and asset management system (Cityworks) for the Land and Facilities Department for a total amount not-to-exceed \$137,000. Cityworks went live in May 2019. The recommended contract amendment of \$42,450 will allow the Information Systems and Technology Department to implement Phase Two of this project, which includes the expansion of Cityworks to the Natural Resources Department, additional customizations for the Land and Facilities Department, and integration of ADA Transition Plan barrier removal data. There are sufficient funds in the Fiscal Year (FY) 2019-20 Budget for expenses in the current fiscal year. Additional funds would be budgeted in FY2020-21 to complete the work.

DISCUSSION

The District recently implemented a work order and asset management system, as recommended in the District's Information and Technology Master Plan. The Land and Facilities Department (L&F) is now transitioning from paper-based work order management to digital. Using Cityworks software, L&F now has the ability to efficiently schedule, plan, manage, and track maintenance activities. The recommended contract amendment would allow the expansion of Cityworks to include other business processes.

In August 2017, the District released a RFPQ for professional services to implement and configure this system. Staff identified Timmons Group Inc., (Timmons) as the top vendor due to their robust implementation approach and excellent onsite interview. In November 2017, the District entered into contract with Timmons and the new system went live on May 20, 2019 with L&F. Timmons provided excellent professional services with configuration, implementation, and training. This recommended contract amendment will allow Timmons Group Inc., to provide professional services through Fiscal Years 2019-20 and 2020-2021 to expand the use of Cityworks in the District. Phase Two will include:

- Natural Resources Department (NR) Integration Step 1: NR will begin implementing Cityworks to schedule, track, and report on resource management activities. This initial stage will focus on configuring Cityworks to automate mitigation maintenance, monitoring, and reporting. Staff will determine next steps for Phase Three by assessing current manual processes and identifying workflows to automate with Cityworks.
- Further customization of L&F Workflows: L&F is in the process of converting from paper-based work order management to digital. During the first year post go-live, refinements are anticipated to ensure the system's ability to support L&F's daily workflows in a seamless manner.
- ADA Transition Plan data migration: Staff will use Cityworks to schedule, track, and report on all ADA barrier removal work. There are over 1,000 ADA barrier removal actions, and Timmons will migrate these data into Cityworks.

As the District integrates Cityworks into business processes, further customization may be required to support specialized workflows and new implementations into other departments. These tasks may require additional professional services. Staff will continue to evaluate District business needs as Cityworks is integrated into our IST systems to determine if additional IT services are recommended for future Board consideration.

FISCAL IMPACT

There are sufficient funds in the adopted FY2019-20 IST department budget to cover the cost of the recommendation. This fiscal year's cost estimate is equal to the amount budgeted. Additional funds would be budgeted in FY2020-21 to complete the work.

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 amend the contract with Timmons to conduct Phase Two of the Work Order and Asset Management Implementation project.

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