



Office of the City Manager

CONSENT CALENDAR
June 11, 2019

To: Honorable Mayor and Members of the City Council
From: Dee Williams-Ridley, City Manager
Submitted by: Savita Chaudhary, Director, Information Technology
Subject: Contract: NEXGEN Asset Management for Computerized Maintenance Management System & Enterprise Asset Management (CMMS/EAM) System

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute a contract with NEXGEN Asset Management for software hosting, implementation, maintenance and related services for a Computerized Maintenance Management System and Enterprise Asset Management (CMMS/EAM) system, for an amount not to exceed \$1,017,509 for the period commencing on July 12, 2019 through June 30, 2024.

FISCAL IMPACTS OF RECOMMENDATION

Funding for this recommendation in the amount of \$1,017,509 will be provided by multiple funds and departments' FY 2020 and 2021 budgets as outlined below. Spending for this contract and related amendments in future fiscal years is subject to Council's approval of the proposed city-wide budget and annual appropriation ordinances.

\$857,509	FY 2020: Professional Services Budget code: 503-35-362-376-0000-000-412-612990- (FUND\$ Replacement, IT, Professional Services)
\$92,491	FY 2021: Software Maintenance Budget Code: 503-35-362-376-0000-000-412-613130- (FUND\$ Replacement, IT, Software Maintenance)
\$50,632	FY 2021: Software Maintenance Budget Code: 601-54-627-731-625-000-412-613130 (Zero Waste, Public Works, Software Maintenance)
\$16,877	FY 2021: Software Maintenance Budget Code: 138-52-541-598-0000-000-412-613130 (Parks Tax, PRW, Software Maintenance)

\$1,017,509 Total FY 2020 and 2021: Professional Services and Software Maintenance

CURRENT SITUATION AND ITS EFFECTS

The City's current work order and maintenance management systems (FUND\$, Accela, and Verint) are antiquated and inadequate to perform proper maintenance of City assets and retrieve the information needed to comply with mandated reporting requirements and internal performance measures. These systems are not well integrated, lack digital field communications, and cannot provide effective fiscal management and data analytics typically offered by a modern CMMS/EAP system. The current situation has led to inefficiencies in business workflow, delayed community response times, and limited reporting and analysis required to manage City assets effectively.

On October 23, 2018, the City issued Request for Proposals (RFP) #19-11259-C for an improved Computerized Maintenance Management System & Enterprise Asset Management (CMMS/EAM) System based upon business analysis completed by the Departments of Information Technology, Parks, Recreation and Waterfront, and Public Works in partnership with ThirdWave Corporation.

The City received seven (7) responses to the CMMS/EAM System RFP by the December 18, 2018 deadline. A committee of 12+ staff from the Parks, Recreation & Waterfront, Public Works, and Information Technology departments conducted a comprehensive evaluation process that included proposal reviews, vendor demonstrations, and reference checks. Staff selected NEXGEN Asset Management as presenting the most comprehensive, user-responsive, and effective solution for the City's current and future work order and asset management needs.

The Computer Maintenance Management System & Enterprise Asset Management (CMMS/EAM) System is a Strategic Plan Priority Project, advancing our goal to provide state-of-the-art, well-maintained infrastructure, amenities, and facilities.

BACKGROUND

The City maintains a vast portfolio of public assets: 134 traffic lights, over 8,000 street lights with 3,200 city-owned street light poles, 653 miles of streets, 388 miles of sanitary sewers, 78 miles of storm sewers, 2500 street signs, 35,000 trees, 300 miles of walkways, 325 retaining walls, over 2000 parking meters, and over 900,000 square feet of public facilities.

Additionally, the City maintains numerous facilities used by City staff or the public, including three city office buildings, seven fire stations, a Solid Waste transfer station, 52 parks, four swimming pools, an 1100 berth public marina, several public health clinics, and an animal shelter. There are 39 Parks Recreation and Waterfront facilities and 56 facilities in the Public Works inventory.

In 2006, the Department of Public Works contracted with Weston Solutions, Inc. to perform an in-depth needs analysis for a Computerized Maintenance Management

System (CMMS). The needs analysis provided recommendations for more efficient management of sanitary sewer and storm drain maintenance, paving, pothole repair, sidewalk maintenance, and facilities maintenance. On November 18, 2009 the Environmental Protection Agency (EPA) issued an Administrative Order requiring the City to submit an Asset Management Implementation Plan (AMIP). On July 15, 2012 the City submitted an AMIP that included plans to implement a “best-of-breed” CMMS directly linked to the City’s Geographic Information System (GIS).

On December 15, 2011, the City issued Request for Proposal (RFP) #12-10643-C for an improved Computerized Maintenance Management System (CMMS), including work order and asset management software to answer many of the needs outlined in the 2006 Weston Business Analysis, a 2009 City Audit of Public Works Sewer Operations, the 2009 EPA Administrative Order, and a 2010 Business Analysis update completed by staff in the Department of Information Technology and the Department of Public Works. The evaluation team, comprised of staff from Information Technology, Public Works, and Parks, Recreation, and Waterfront selected Accela’s Asset Management Software as the CMMS that best met the City’s requirements.

The City implemented Accela’s Asset Management solution for the Sewer division and have complied with the EPA’s administrative order. However, due to the unforeseen limitations in software functionality, unnecessary administrative overhead, and lack of adequate vendor support, the City decided to not proceed with rolling the system out to other divisions.

Since this time, staff has continued to manage the service and maintenance of all City assets and facilities with three separate software systems (FUND\$, Accela, and Verint). These systems collectively provide a makeshift solution that has minimum integration with each other, limited mobile capabilities, and insufficient reporting and data analytics required by the City.

ENVIRONMENTAL SUSTAINABILITY

An improved system, with greater efficiency, will lessen the number of trips field employees have to visit a site to address an issue which reduces greenhouse gas emissions associated with travel time. This supports the reduction of carbon footprint and the goals of the City’s Climate Action Plan. Further, the mobile application capability of the new CMMS/EAM system will eliminate the use of paper currently being used by virtually all field staff thus working towards the City’s goal of achieving zero waste to landfills by 2020.

RATIONALE FOR RECOMMENDATION

Staff recommends NEXGEN Asset Management as it best fits the requirements of the City scoring highest in the evaluation criteria outlined in the RFP and demonstrations. NEXGEN Asset Management’s features and functionalities exceed the City’s requirements. Furthermore, extensive reference checks reinforced Nexgen’s ability to deliver a quality asset management solution on time and within budget.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered staying with the existing systems. This proposal was rejected due to the inherent technical limitations and inadequacies of disparate existing systems FUNDS\$, Accela, and Verint.

CONTACT PERSON

Savita Chaudhary, Director, Information Technology, 510.981.6541

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT: NEXGEN ASSET MANAGEMENT FOR A COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM & ENTERPRISE ASSET MANAGEMENT (CMMS / EAM) SYSTEM

WHEREAS, the City of Berkeley has identified the need to improve the efficiency of its asset management and work order processes; and

WHEREAS, the City of Berkeley desires to procure a Commercial Off-the-Shelf “Turnkey” system to handle maintenance and manage assets for facilities at various locations; and

WHEREAS, on October 23, 2018, the City of Berkeley issued Request for Proposal No. 19-11259-C for an improved computerized maintenance management system & enterprise asset management system and received seven responding bidders; and

WHEREAS, in response to the City’s Request for Proposal, vendor NEXGEN Asset Management responded with a proposal that was rated as the highest response submitted by competing vendors; and

WHEREAS, funding for this recommendation will be provided by the FY 2020 and 2021 FUNDS\$ Replacement, Zero Waste, and Parks Tax funds, and spending for this contract and related amendments in future fiscal years is subject to Council’s approval of the proposed city-wide budget and annual appropriation ordinances.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is hereby authorized to execute a contract and subsequent amendments with NEXGEN Asset Management for software hosting, implementation, maintenance and related services for a computerized maintenance management system & enterprise asset management (CMMS/EAM) system, for an amount not to exceed \$1,017,509 for the projected period commencing on July 12, 2019 through June 30, 2024.

