



Office of the City Manager

CONSENT CALENDAR
January 31, 2023

To: Honorable Mayor and Members of the City Council

From: Dee Williams-Ridley, City Manager

Submitted by: Kevin Fong, Director, Information Technology

Subject: Contract No. 32000118 Amendment: Nexgen Asset and Work Order Management Software Maintenance and Professional Services

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute an amendment to Contract No. 32000118 with Nexgen Asset Management to provide additional funding for software maintenance, training and professional services for software enhancements, increasing the amount by \$689,400, for a total not-to-exceed amount of \$1,706,909 through June 30, 2024.

FISCAL IMPACTS OF RECOMMENDATION

Funding for FY 23 and FY24 software maintenance and professional services are available in the Public Works and Parks, Recreation and Waterfront funds as itemized below. Any future expenditures are subject to Council approval of the proposed citywide budget and Annual Appropriations Ordinances.

Software Maintenance:

Funding Source	Budget Code	FY 2023	FY 2024
Public Works Department Tech Svcs – Software Maint Fund	672-54-626-722-0000-000-472-613130	\$134,400	\$141,120
Parks Tax, PRW, Software Maintenance	138-52-541-598-0000-000-461-613130	\$33,600	\$35,280
Total Software Maintenance		\$168,000	\$176,400

Professional Services:

Funding Source	Budget Code	FY 2023	FY 2024
PW Building Maintenance	673-54-624-692-0000-000-472-612990-	\$10,000	\$41,000
PW Building Purchase	636-54-624-697-0000-000-472-612990-	\$1,000	\$4,000
PW Sanitary Sewer	611-54-621-654-0000-000-472-612990-	\$11,000	\$41,000

PW Clean Storm Water	616-54-625-713-0000-000-472-612990-	\$11,000	\$41,000
PW Zero Waste	601-54-625-714-0000-000-472-612990-	\$11,000	\$41,000
PW Street Light Assessment District	142-54-624-694-3018-000-426-612990-	\$11,000	\$41,000
PW Measure BB (Street & Road)	134-54-625-715-0000-000-431-612990-	\$10,000	\$41,000
Forestry	138-52-542-566-0000-000-461-634110-	\$3,750	\$3,750
Bldg Maintenance	138-52-542-568-0000-000-461-634110-	\$3,750	\$3,750
Landscape	138-52-542-567-0000-000-461-634110-	\$7,500	\$7,500
Total Professional Services		\$80,000	\$265,000

CURRENT SITUATION AND ITS EFFECTS

The departments of Public Works and Parks, Recreation and Waterfront went live with Nexgen, a new CMMS/EAM (Computerized Maintenance Management System and Enterprise Asset Management) system a year ago. This was part of the Citywide FUND\$ Replacement Program. The City seeks additional funding to pay for year 2 and year 3 software maintenance, as well as professional services to implement additional functionalities such as the Contractor Portal and Project modules.

These additions will enable staff to maximize the use of the software and improve the efficiency in servicing our community members. The Nexgen 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’s previous work order and maintenance management systems (FUND\$, Accela, and Verint) were antiquated and inadequate to perform proper maintenance of City assets and retrieve information needed to comply with mandated reporting requirements and internal performance measures. These systems were not well integrated, lacked digital field communications, and could not provide effective fiscal management and data analytics typically offered by a modern CMMS/EAM (Computerized Maintenance Management System/Enterprise Asset Management) system. The situation had 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.

In 2019, with the Council approval, the City entered into a contract agreement (No. 32000118) with Nexgen Asset Management to provide the new work order and asset management software. In November 2021, the software went live.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

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.

RATIONALE FOR RECOMMENDATION

Software maintenance is required. Further, these additions will enable staff to maximize the use of the software and improve the efficiency in servicing our community members.

ALTERNATIVE ACTIONS CONSIDERED

None. Staff does not recommend using a newly implemented software without software maintenance.

CONTACT PERSON

Kevin Fong, Director, Information Technology, 510-981-6541

Attachments:
1: Resolution

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

CONTRACT NO. 32000118 AMENDMENT: NEXGEN ASSET AND WORK ORDER
MANAGEMENT SOFTWARE MAINTENANCE AND PROFESSIONAL SERVICES

WHEREAS, the City of Berkeley has identified the need to improve the efficiency of its asset management and work order processes; 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, on June 11, 2019, by Resolution No. 68,948 - N.S., the Council approved a contract (No. 32000118) with Nexgen Asset Management for software hosting, implementation, maintenance and related services, for an amount not to exceed \$1,017,509; and

WHEREAS, funding for this recommendation will be provided by the FY 2023 and 2024 Public Works, Software Maintenance, Parks, Recreation & Waterfront Software Maintenance 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 authorized to amend Contract No. 32000118 with Nexgen Asset Management for additional funding, increasing the amount by \$689,400, for a total not-to-exceed amount of \$1,706,909 for software maintenance, training and professional services for software enhancements through June 30, 2024.