



Office of the City Manager

CONSENT CALENDAR
March 25, 2025

To: Honorable Mayor and Members of the City Council
 From: Paul Buddenhagen, City Manager
 Submitted by: Kevin Fong, Director, Information Technology
 Subject: Contract No. 32000118 Amendment: NEXGEN Asset and Work Order Management Software Maintenance

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 and professional services, increasing the amount by \$1,123,457, for a total not-to-exceed amount of \$2,830,366 through June 30, 2029.

FISCAL IMPACTS OF RECOMMENDATION

Funding for FY 25 through FY 29 software maintenance 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 2025			\$185,220
	Public Works Department Tech Svcs – Software Maint Fund	142-54-624-694-3018-000-426-612990- 601-54-625-714-0000-0000-472-612990- 611-54-621-654-0000-000-472-612990- 616-54-625-713-0000-000-472-612990- 673-54-624-692-0000-000-472-612990- 134-54-625-715-0000-000-431-612990-	\$148,176
	Parks Tax, PRW, Software Maintenance	138-52-541-598-0000-000-461-613130	\$37,044
FY 2026			\$294,481

	Public Works Department Tech Svcs – Software Maint Fund	142-54-624-694-3018-000-426-612990- 601-54-625-714-0000-0000-472-612990- 611-54-621-654-0000-000-472-612990- 616-54-625-713-0000-000-472-612990- 673-54-624-692-0000-000-472-612990- 134-54-625-715-0000-000-431-612990-	\$155,585
	Parks Tax, PRW, Software Maintenance	138-52-541-598-0000-000-461-613130	\$38,896
	Public Works – Ongoing training, support, and Contractors Portal	142-54-624-694-3018-000-426-612990- 601-54-625-714-0000-0000-472-612990- 611-54-621-654-0000-000-472-612990- 616-54-625-713-0000-000-472-612990- 673-54-624-692-0000-000-472-612990- 134-54-625-715-0000-000-431-612990-	\$100,000
FY 2027			\$204,205
	Public Works Department Tech Svcs – Software Maint Fund	142-54-624-694-3018-000-426-612990- 601-54-625-714-0000-0000-472-612990- 611-54-621-654-0000-000-472-612990- 616-54-625-713-0000-000-472-612990- 673-54-624-692-0000-000-472-612990- 134-54-625-715-0000-000-431-612990-	\$163,364
	Parks Tax, PRW, Software Maintenance	138-52-541-598-0000-000-461-613130	\$40,841
FY 2028			\$214,415
	Public Works Department Tech Svcs – Software Maint Fund	142-54-624-694-3018-000-426-612990- 601-54-625-714-0000-0000-472-612990-	\$171,532

		611-54-621-654-0000-000-472-612990- 616-54-625-713-0000-000-472-612990- 673-54-624-692-0000-000-472-612990- 134-54-625-715-0000-000-431-612990-	
	Parks Tax, PRW, Software Maintenance	138-52-541-598-0000-000-461-613130	\$42,883
FY 2029			\$225,136
	Public Works Department Tech Svcs – Software Maint Fund	142-54-624-694-3018-000-426-612990- 601-54-625-714-0000-0000-472-612990- 611-54-621-654-0000-000-472-612990- 616-54-625-713-0000-000-472-612990- 673-54-624-692-0000-000-472-612990- 134-54-625-715-0000-000-431-612990-	\$180,109
	Parks Tax, PRW, Software Maintenance	138-52-541-598-0000-000-461-613130	45,027
Total Software Maintenance			\$1,123,457

CURRENT SITUATION AND ITS EFFECTS

The departments of Public Works and Parks, Recreation and Waterfront use NEXGEN’s Asset and Work Order management system to perform all maintenance and asset management for the City. Implemented in 2021, NEXGEN streamlines the work order process, makes services more accessible, and replaces paper-based processes with workflow automation and mobile technology. City staff use custom reports to gain in-depth insights for informed decision making and leverage City specific end user guides to provide an improved user experience, efficient onboarding, and technical accuracy. The City continues to partner with the vendor to further enhance the system with high-quality guidelines and standards. The City seeks additional funding to pay for year 4 through year 8 software maintenance.

NEXGEN advances the City’s strategic 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 Computerized Maintenance Management System/Enterprise Asset Management (CMMS/EAM) system. The situation 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 CMMS/EAM System based upon business analysis completed by the Departments of Parks, Recreation and Waterfront, Public Works and Information Technology 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 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, lessens 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 reduces the City's carbon footprint and supports the goals of the City's Climate Action Plan. Further, the mobile application capability of the new CMMS/EAM system eliminates the use of paper previously 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, NexGen has provided prompt resolution for issues and requests and will continue to provide ongoing support and maintenance for the system.

ALTERNATIVE ACTIONS CONSIDERED

None. City staff do not recommend using this enterprise software without software support and maintenance.

CONTACT PERSON

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

Contract No. 32000118 Amendment: NEXGEN CMMS/EAM

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Attachments:
1: Resolution

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

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

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 bids; and

WHEREAS, in response to the City's Request for Proposal, 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, on January 31, 2023, by Resolution No. 70,677 - N.S., the Council approved a contract amendment (No. 32000118) with NEXGEN Asset Management for software maintenance and professional services related, for an amount not to exceed \$1,706,909; and

WHEREAS, funding for this recommendation will be provided by the FY 2025, 2026, 2027, 2028, and 2029 Public Works, 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 \$1,123,457, for a total not-to-exceed amount of \$2,830,366 for software maintenance through June 30, 2029.