



Office of the City Manager

CONSENT CALENDAR
December 11, 2012

To: Honorable Mayor and Members of the City Council
From:  Christine Daniel, City Manager
Submitted by: Donna LaSala, Director, Department of Information Technology
Subject: Contract No. 8865A Amendment: Accela, Inc. for Asset Management Software

RECOMMENDATION

Adopt a resolution authorizing the City Manager to amend Contract No. 8865A with Accela, Inc., adding \$176,750 for software, maintenance, and services related to the implementation of Asset Management software, for a total amount not to exceed \$416,750, from December 12, 2011 to June 30, 2016.

FISCAL IMPACTS OF RECOMMENDATION

The amendment will add \$176,750 to the City's existing contract with Accela. Funds are allocated in the Department of Information Technology budget:

- \$129,500 Software Acquisition and Licensing
Budget Code: 830-2703-410-3038 (Sewer Fund)

- \$ 47,250 Software Maintenance
(\$13,500 per year through June 2016)
Budget Code: 830-2703-410-3047 (Sewer Fund)

The contract has been entered into the City's contract database and assigned Contract Management System No: CTXEU.

CURRENT SITUATION AND ITS EFFECTS

The Department of Public Works manages a wide array of public assets throughout the City, including 388 miles of sanitary sewers, 78 miles of storm sewers, 653 miles of streets, 300 miles of walkways, 8,000 streetlights, and over 90,000 square feet of public facilities; stewardship of these assets is a critical community service. Unfortunately, the City's aged FUND\$ system cannot provide the information tracking, work assignment, fiscal management, and data analysis tools necessary to efficiently manage these assets and comply with Federal, State, and local reporting requirements.

Currently, the City uses FUND\$ Work Orders, a collection of ad-hoc spreadsheets, and paper-based workflows to manage assets like sanitary sewers and storm sewers. This approach requires a significant amount of 'double data-entry', printed 'to-do' lists for work crews that are updated with hand-written notes and forwarded to office staff for data entry into FUND\$, and cumbersome reporting based upon manual data analysis. These inefficiencies often lead to untimely and inaccurate data entry, which sometimes lead to further inefficiencies (such as less than optimal prioritization of maintenance work). In addition, the use of outdated software precludes some basic process improvements, such as field reporting and wireless tracking tools. Overall, FUND\$ is an increasingly obsolete and inefficient tool for Citywide asset management.

BACKGROUND

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 June 1, 2010, the Department of Information Technology provided Council with a FUND\$ status report, estimating costs and outlining prioritization for replacing each of the City's nineteen FUND\$ modules. The estimate provided for software acquisition to replace FUND\$ Work Orders (see page nine) was \$150,000 licensing plus an additional \$15 - \$30,000 per year for annual maintenance.

On July 19, 2011, following a Request for Proposals (RFP) #12-10643-C, Council approved a contract with Accela, Inc. for new software to modernize Department of Finance licensing operations, as well as Department of Planning and Development land use and permitting workflows.

On December 15, 2011, the City issued Request for Proposals (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. Eleven qualified responses were submitted. Since then, staff conducted a comprehensive evaluation process including two rounds of proposal reviews, vendor demonstrations, and reference checks. Five core evaluation team members (including staff from Streets & Utilities, Engineering, Public Works Administration, and Information Technology) were involved in all stages of the evaluation process. In addition, staff from Public Works Facilities, the Department of Finance, and the Department of Parks,

Recreation, and Waterfront participated in vendor demonstrations. The evaluation team selected Accela's Asset Management Software as the Computerized Maintenance Management System (CMMS) that best met the City's requirements for completeness of technical solution, scalability, cost, and references.

RATIONALE FOR RECOMMENDATION

The interdepartmental evaluation team recommends Accela's Asset Management software as the Computerized Maintenance Management System (CMMS) because it will best meet the City's information tracking, work assignment, fiscal management, and data analysis needs. In addition, as an extension of the software suite already acquired for occupational licensing, land use, zoning, and permitting, the recommended software will leverage prior investments in integrating Accela's software with the City's Geographic Information System (GIS), Community Relationship Management (CRM) software, and middleware infrastructure. Finally, staff was able to negotiate favorable pricing for the recommended software, less than the estimates provided to Council as part of the June 1, 2010 FUND\$ status report.

The Accela Inc. CCMS includes a work order module that will replace the current FUND\$ work order module and is in line with the City's strategy of moving away from the legacy FUND\$ system. Furthermore, this Accela Inc. work order module will address the shortcomings of our current work order system identified in 2009 City Audit: Utilization of Public Works Sewer Staff Can Be Improved. City staff plans to implement the new CMMS for sewers by June 2013.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered further modifying the existing FUND\$ system to accommodate business needs, but rejected that alternative as an inadequate solution due to the inherent technical limitations of the FUND\$ Work Order module. Within the RFP process described above, staff thoroughly considered implementing several other vendor software packages, but determined that Accela's Asset Management system provided the best set of tools for answering the City's information tracking, work assignment, fiscal management, and data analysis needs.

CONTACT PERSON

Donna LaSala, Director, Department of Information Technology, 981-6541

Attachments:

1: Resolution

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

CONTRACT: ACCELA, INCORPORATED

WHEREAS, the City Council authorized Contract No. 8865 with Accela, Inc. on July 19, 2011 (Resolution No. 65,398-N.S.) in an amount not to exceed \$240,000 for software licensing, implementation, maintenance and related services for a licensing and permitting system; and

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 issued Request for Proposal #12-10643-C for a Computerized Maintenance Management System; and

WHEREAS, Accela, Inc. submitted a response to that Request for Proposals that was rated higher than responses submitted by competing vendors; and

WHEREAS, funds have been allocated in budget codes 830-2703-410-3038 and 830-2703-410-3047. This contract amendment has been assigned CMS No. CTXEU.

NOW THEREFORE, BE IT RESOLVED that the Council of the City of Berkeley authorizes the City Manager to amend Contract No. 8865A with Accela, Inc., adding \$176,750 for software, maintenance, and services related to the implementation of Asset Management software, for a total amount not to exceed \$416,750, from December 12, 2011 to June 30, 2016.