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Attachments: 1. Non-Professional Services Agreement between the City of San Leandro and FacilityDude.com.pdf,
2. Request for Proposal 55021.pdf

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Staff Report for a Resolution Approving the Agreement with FacilityDude.com to Implement a Computerized Maintenance Management System

SUMMARY AND RECOMMENDATIONS

Staff recommends that the City Council approve a resolution authorizing the City Manager to execute an agreement to implement a Computerized Maintenance Management System developed by FacilityDude.com. The contract is for \$52,270.82.

BACKGROUND

The San Leandro Public Works Department would like to implement a computerized maintenance management system (CMMS) in order to streamline its operations. Currently, service requests from residents and staff are tracked manually by City staff. Staff solicited bids to provide CMMS services last year and has selected a vendor to implement a system.

Analysis

Public Works staff currently tracks service requests, maintenance schedules and procedures, and asset locations manually through a combination of spreadsheets, charts, and unconnected IT systems (e.g., GIS). Manually collecting and tracking data is time-consuming and error-prone.

A new system will allow work orders to be generated and tracked online. This will enable maintenance supervisors and field workers to improve communication, better manage assets, and ensure thorough documentation regarding how and when maintenance work is performed. Maintenance procedures and schedules can be standardized and asset locations can be tracked by integrating the system with the City’s existing geographic information system (GIS). This will result in more efficient operations for Public Works staff.

The system will be coupled with a customized mobile app that can be used directly by the public to report any number of public works issues. These requests will be automatically routed and assigned to the proper division and staff, greatly improving the efficiency of the Public Works Department. Historical reporting will further improve how information is collected, presented, and shared regarding Public Works operations.

Staff released a Request For Proposal in 2015 and received seven qualified bids from leading Computerized Maintenance Management Systems vendors and integrators, including: TruePoint (Accela), AssetWorks, MaintStar, Hiperweb, FacilityDude, Robert Stephens, and Veoci. All bids were individually ranked by Public Works and Information Technology staff across key five areas:

- Quality of Submission
- Qualifications of Bidder
- Project Implementation Plan
- References
- Bid Price

FacilityDude was ultimately selected over all others because of the quality of their submission, the overall ease of use of their software compared to the others, their mobile app (which outperformed others, while some did not even have this functionality), and their detailed project implementation plan. In addition, they were the lowest priced bidder.

Legal Analysis

The City Attorney's office reviewed and approved the purchase contracts.

Fiscal Impacts

The total one-time cost to implement the new system and mobile app is \$52,270.82.

Annual maintenance, which includes the licenses to run the cloud-computing software with unlimited users and dedicated vendor support, will be \$50,105.00 per year and will begin on July 1, 2016.

Funds are available in the IT operating budget to cover both the one-time cost in fiscal year 2015-2016 (Account 688-13-121-7410) and first year annual maintenance cost in fiscal year 2016-2017 (Account 688-13-001-5311).

Budget Authority

The Finance Director determined there are sufficient funds in the FY2015-2016 IT operating budget (Account 688-13-121-7410) for the one-time cost and FY2016-2017 budget (Account 688-13-001-5311).for the annual maintenance cost.

ATTACHMENTS

- Non-Professional Services Agreement between the City of San Leandro and FacilityDude.com.

- Request for Proposal #55021

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