

***RPT 20-431***

**TITLE:** Work Order and Asset Management Software Award

**DATE:** October 7, 2020

**TO:** City Council

**PUBLIC:** X

**INCAMERA:**

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**RECOMMENDATION:**

1. That the Professional Services Agreement for the Work Order and Asset Management Software be awarded to Esri Canada for an estimated implementation cost of \$81,138 plus applicable taxes.
2. That the additional database licensing and modifications to the City's software be approved for a cost of \$20,800 plus applicable taxes.
3. That the total project cost of \$101,938 for the Work Order and Asset Management Software Award be approved and funded from the following:
  - 70,000 approved through the Municipal Economic Enhancement Program (MEEP) for the new software,
  - \$35,000 approved in the 2020 Budget in Public Works Administration – Maintenance Materials and Supplies for the new annual software fee; and,
  - \$10,000 unspent and approved in the 2020 Budget in Public Works Administration – Training Services Operating Budget.
4. That the Mayor and City Clerk be authorized to execute the Professional Services Agreement and any other applicable documents on behalf of the City once prepared.

**TOPIC & PURPOSE:**

To approve awarding the Request for Proposal for the Work Order and Asset Management Software to Esri Canada for an estimated implementation cost of \$81,138 plus applicable goods and services tax.

To approve the additional database licensing and modifications to the City's software be at a total cost of \$20,800 plus applicable goods and services tax.

**BACKGROUND:**

The City currently handles inquiries/complaints through a paper/manual work order system which has been inefficient. The system requires each department to manually hand over work orders to each work unit. Some work items involve more than one work unit and sometimes more than one department which means the paper work order has to circulate from one department to another until the concern is addressed. There are many disadvantages to this paper system, such as risk of missing work orders, time consuming, difficulty of monitoring and tracking work orders, inability of generating proper activity reports and analytics, low productivity, etc.

Additionally, the City lacks a proper asset management software that is capable of forecasting infrastructure conditions, performing lifecycles analysis, and scheduling preventative maintenance to ensure that infrastructures life expectancy is maximized. Asset management is currently paper-based and lacks the reporting tools necessary to meet a growing demand for regulatory and environmental compliance. The current work order and asset management system relies heavily on reactionary service calls to meet operational business needs.

In January 2020, City Council approved in the 2020 Capital Budget approval for procuring a work order and asset management software. Accordingly, Administration proceeded with the procurement process as per Council's approval.

**PROPOSED APPROACH AND RATIONALE:**

The City strives to improve the efficiency of managing its assets and tracking its maintenance activities. In order to be able to achieve this goal, the City requires a web-based software solution which allows staff to manage asset lifecycles, plan and schedule work orders with required resources and streamline maintenance operations. The proposed solution would include a fully integrated work and asset management solution that leverage the City's existing Geographic Information System (GIS) maps to conduct spatial analysis on assets and work activities. The proposal includes project management, data integration, reporting, training and software installation for multiple facility locations and staff.

Most cities and school boards already have these programs in place to manage their assets and track maintenance. The goal is to improve efficiency which will improve the level of service to the residents of Prince Albert.

Public Works and Corporate Services had developed a Request for Proposal (RFP) in consultation with multiple departments to ensure the solution met the City's requirements and needs.

The RFP was publically published on SaskTender on August 20<sup>th</sup>, 2020 for qualified software vendors with knowledge and experience in supplying and implementing municipal work and asset management software.

The proposal call was closed on September 10<sup>th</sup>, 2020 with four (4) vendors submitting proposals. The vendors were CentralSquare Technologies, Esri Canada, Public Sector Digest, and Univerus Inc.

As a professional proposal call, dollar value still plays an important role in the selection process but not the only criteria. Proposals were evaluated as per criteria and weight presented in the table below.

Company qualifications and team experience	15%
Demonstrated ability to meet requirements as outlined in the RFP	40%
Ability to meet schedule milestones and completion date	10%
Relevant recent project experience and knowledge	10%
Fees and expenses	25%
<b>Total</b>	<b>100%</b>

Evaluations of proposals were completed by four departments individually. The Evaluation Committee short listed the proposals to two potential vendors and requested software demonstrations from the two vendors to be able to select the best software for the City. Reference checks were also completed for the two final vendors. The results of the evaluations, demonstrations and references were unanimous that Esri Canada had the highest scoring proposal.

- 1. Company qualifications and team experience:** As companies, Esri Canada, Central Square, and Public Sector have the most previous and applicable experience in municipal work and asset management software. All proposals show that all team members from the four vendors have sufficient experience that meets the City's requirements. However, team members from Esri Canada

and Public Sector Digest have the most relevant experience with Canadian municipal work and asset management software.

- 2. Demonstrated ability to meet requirements as outlined in the RFP:** Esri Canada, CentralSquare, and Public Sector Digest were able to demonstrate their ability to meet all the requirements and features the City asked for in the RFP. It was noticed that Public Sector Digest did not provide adequate details on mobile applications. For the fourth vendor (Univerus), the vendor did not provide sufficient information on certain requirements (i.e. fleet model and GIS integration) to enable the team to provide a proper evaluation. Univerus also did not provide a detailed Integration Specification Form and the recommended operating systems are no longer supported or under warranty. Esri Canada and CentralSquare were comparable in scope of proposed services. However, Esri Canada provided concise and relevant solutions for their “out-of-box” functionality as the standard to improve processes and minimize configuration changes.
- 3. Ability to meet schedule milestones and completion date:** Public Sector Digest was the only vendor who stated that they could meet the set completion date. The other three vendors indicated that the project requires a minimum one year to complete. According to information provided in the proposals, Administration came to realize that the project requires a longer time period to be successfully completed than what was requested in the RFP. As this type of projects is unique to the City, Administration was unsure of the project time period when developing the RFP.
- 4. Relevant recent project experience and knowledge:** All vendors provided relevant project experience some of which pertained to Canadian municipal work and asset management projects and some pertained to American and Australian projects. The only vendors who fully met the City’s requirement of providing five (5) relevant Canadian municipal projects were Esri Canada and Public Sector Digest. The other two vendors did not fully meet this requirement.
- 5. Fees and Expenses:** The range spread between the highest and the lowest bid prices was significant, with Univerus being the lowest followed by CentralSquare, Esri Canada, and Public Sector Digest. It is noteworthy that the cost difference between CentralSquare and Esri Canada was very minimal (less than \$100) for the project implementation. The price evaluation described herein is for the on-premise option whereas the on-cloud price option was not heavily evaluated. The City recommends implementing the software and data on-premise in order to meet The Local Authority Freedom of Information and Protection of Privacy Act (LAFOIP) requirements, ensure optimal performance and minimize ongoing operating cost. An on-premise solution also utilizes the City’s current infrastructure and aligns with the future plans for related GIS asset data and

storage. In addition to the project implementation cost which is considered a one-time expenditure or capital cost, Administration requested a 5-year license subscription cost which includes maintenance and support from vendors, this cost is considered operating cost. One vendor (Public Sector Digest) did not provide license subscription cost for 5 years. The average annual license subscription cost was \$58,027 for Esri Canada, \$41,995 for CentralSquare, and \$17,201 for Univerus.

Therefore, based on the above criteria and evaluation described, Administration recommends Esri Canada's software as the best value for the City of Prince Albert.

Similar to any licensed software, there will be ongoing operating costs beyond the capital implementation costs for this project. The operating cost includes the software license subscription and maintenance and support cost. The annual operating cost for the software as provided by Esri Canada will be budgeted annually.

The recommended software offers a number of additional features and modules which will provide further operational benefits to the City and service improvements for our residents. As the system evolves and opportunities are identified to leverage these features, additional capital investment would be required. Future enhancements will be scoped and presented separately to Council for approval.

The proposed software is capable of replacing the WorkTech software that is currently used by the City to perform simple reactionary operations. It is anticipated that the City will decommission WorkTech software by 2023, provided financial reporting requirements for capital assets can be satisfied elsewhere, and to ensure the transition from WorkTech to the new software is properly accommodated. The decommissioning of the old software/WorkTech will save the City approximately \$25,000 in maintenance and support cost per year. This saved cost will go towards the new software maintenance and support cost in the future.

Implementation of the work order and asset management software is integral to City operations and the future service experience that residents should expect. To fully realize the value that software presents, continued investment in the City's GIS implementation as well as IT related server and storage needs will be required. It is anticipated that there will be additional costs associated with bringing asset data into the GIS system and the tools required to manage that data. The planned replacement of the City's existing server and storage infrastructure is included in the 2021 IT Capital Budget Plan and it is essential to ensure the operation of this software and related City systems.

## **CONSULTATIONS:**

Public Works and Corporate Services consulted with multiple City's Departments to gather their requirements and business needs related to work and asset management processes and

reports. After consultation, Public Works and Corporate Services developed an RFP for the project and published it on SaskTender. Then, Public Works created an evaluation committee for this project. The Evaluation Committee members represented multiple City's departments as follows; Public Works, Corporate Services, Community Services, and Financial Services to ensure departments could participate in evaluating the proposals against their requirements and needs.

#### **COMMUNICATION AND/OR ANNOUNCEMENT PLAN:**

Upon approval of this report by City Council, Administration will contact the successful software vendor (Esri Canada) to inform them of the final decision. Also, Administration will prepare a communication and announcement plan prior to the work and asset management software going live to inform the public of the new service request and issue reporting tool.

#### **FINANCIAL IMPLICATIONS:**

City Council approved \$70,000 in the 2020 Capital Budget for Work Order / Asset Management Software. City Council also approved \$35,000 in the Operating Budget under Public Works Administration – Maintenance Materials and Supplies related to the software fee for the new Work Order / Asset Management Software that is required as part of the \$70,000 Capital Request. **As such, the total cost included in the 2020 Budget for this software is therefore \$105,000.**

On June 1, 2020, City Council approved the funding allocation in the amount of \$5,163,587 for the Municipal Economic Enhancement Program to fund various projects for the City. One of the projects approved through the MEEP Program was \$70,000 for a Work Order / Asset Management Software.

Awarding the Professional Services Agreement for the Work Order and Asset Management Software to Esri Canada is an estimated implementation cost of \$81,138 plus applicable taxes. In order for the City to implement the software on-premise, it was determined by the Information Technology Division that the City will require additional database licensing and modifications to the City's software for a total cost of \$20,800 plus applicable taxes. Due to COVID-19, all Departments have not attended training courses. There is currently unspent funding of \$10,000 in the Public Works Administration - Training Services.

Administration is recommending that the funding for the Work Order and Asset Management Software Award be funded as follows:

<b>Funding Sources:</b>	
Municipal Economic Enhancement Program <b>(approved)</b>	\$70,000.00
Operating Budget - Work Order Software Public Works Administration	\$35,000.00
Operating Budget – Public Works Administration Training Services	\$10,000.00
<b>Total Funding</b>	<b>\$115,000.00</b>
<b>Work Order and Asset Management Software</b>	
Esri Canada Award	\$81,138.00
Additional Database Licensing & Modifications	\$20,800.00
<b>Total Costs (excluding GST and PST)</b>	<b>\$101,938.00</b>

In the Year 2020, any unspent funds will flow to the General Fund as savings.

In addition to the project implementation cost (capital cost), the vendor provided a 5-year forecast for expected licensing costs which includes maintenance and support (operating cost) as per the City's request. For 2021, the software license subscription cost for the first year is approximately \$38,062.

#### **PRIVACY IMPLICATIONS:**

Administration requested the successful vendor to complete the City's Privacy Impact Assessment (PIA) to ensure compliance with the applicable access and privacy legislation. The PIA will be completed in collaboration with IT and reviewed by the City Clerk.

#### **OTHER CONSIDERATIONS/IMPLICATIONS:**

There are no privacy implications or options to recommendations.

#### **STRATEGIC PLAN:**

A goal of the 2015 City of Prince Albert five year Strategic Plan is to enhance and improve the service delivery of the City's operations.

**OFFICIAL COMMUNITY PLAN:**

Administration carries out the will of Council through the operational themes underpinning the quality and quantity of service delivery. The work and asset management software will enhance sustainability and improve the efficiency of delivering City's services.

**PUBLIC NOTICE:**

Public Notice pursuant to the Public Notice Bylaw No. 24 of 2015 is not required.

**PRESENTATION: None****ATTACHMENTS:**

None

Written by: Mohammad Kraishan, Engineering Services Manager

Approved by: City Manager