



MEMORANDUM

To: Mayor and City Council
From: Michael Smith, Public Works Director
Date: April 11, 2011
Subject: **Discussion of Contract for Public Works Workflow Management System**

ITEM DESCRIPTION

Discussion of a contract to purchase and install software that will be used to manage and measure performance on public works maintenance activities.

BACKGROUND

Public Works currently tracks requests for service such as pothole repair by logging them into a spreadsheet. The maintenance subcontractor submits paper copies of completed work orders on a weekly basis. The Public Works administrator reviews the work orders for completeness and accuracy and then manually enters the information back into the original spreadsheet. While this process has served its purpose for the first two years of operation, it is administratively time consuming and has limited capabilities for reporting on performance measures such as efficiency and timeliness.

The City has completed an extensive review of the many off the shelf software solutions in the marketplace developed specifically for public works operations. In November 2010 a Request for Proposals (RFP) was issued and two proposals were received. Those proposals were ultimately rejected because the costs greatly exceeded the project budget. The scope of the RFP was refined and reissued in January 2011. Six proposals were received and reviewed by the Public Works Director, Public Works Administrator and IT Manager. Additionally, the evaluation team conducted interviews and a product demonstration with all six proposers.

DISCUSSION

Considering cost, qualifications, and the software's ability to meet Public Works' objectives, the evaluation team recommends awarding a contract to Rolta International, Inc. A summary of the evaluation is included in Attachment "A".

The ultimate benefits of implementing the recommended system will be to:

- Maintain a high level of efficiency and customer service in responding to service requests.



- Fully integrate maintenance functions with the City’s Geographic Information System (GIS) and with the SeeClickFix application. This is the primary differentiator between Rolta and the other proposals. The City’s philosophy in setting up its GIS system has been to make it the central database for any data that can be assigned a geospatial reference and to maximize the use of GIS as a management tool. The Public Works solution offered by Rolta runs off the GIS database. No integration is required and it is not necessary to maintain a separate proprietary database. Rolta’s proposal also includes a teaming arrangement with SeeClickFix to ensure that this citizen interface that the City has already invested in is fully integrated with the new workflow system.
- Generate real-time management reports to track performance measures such as response time and costs.
- Allow for improved coordination and information exchange with field crews whereby field personnel can electronically view and update the status of service requests from the field.

FUNDING

The City has budgeted \$90,000 for this project.

RECOMMENDED ACTION

I respectfully request that Council: (1) award a contract to Rolta International, Inc.; (2) authorize staff to provide funding for the contract; and (3) authorize the City Manager to execute the necessary documents following satisfactory review by legal counsel.

ATTACHMENT "A"
PROPOSAL EVALUATION SUMMARY
PUBLIC WORKS WORKFLOW MANAGEMENT SYSTEM

Firm	Individual Ratings				Demo & Interview	TOTAL	Rank	Cost
	MS	ML	JD	Subtotal				
Rolta International	60	53	71	184	60	244	1	\$ 90,000
Numara Software	52	64	63	179	54	233	2	\$ 72,576
ZSL, Inc.	50	71	56	177	20	197	5	\$ 85,000
Public Works Solutions, Inc	50	54	52	156	40	196	6	\$ 90,000
M2 Consulting	64	74	57	195	29	224	4	\$ 89,898
Soft Wrench Solutions	60	60	63	183	50	233	2	\$ 69,950