

## **MEMORANDUM**

**To:** Mayor and City Council  
**From:** Michael Smith, Public Works Director  
**Date:** February 15, 2011  
**Subject:** **Approval of Contract for Workflow Management Software**

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### **ITEM DESCRIPTION**

Approval of a contract to purchase and install software that will be used to manage and report on public works maintenance requests.

### **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.

As there are many off the shelf software solutions in the marketplace that are developed specifically for public works operations, the City has issued a request for proposals (RFP) to implement a workflow management system. The ultimate benefits of the system will be to:

- Maintain a high level of efficiency and customer service in responding to service requests
- Generate real-time management reports to track performance measures such as response time and costs
- Fully integrate maintenance functions with the City's Geographic Information System (GIS) and with the SeeClickFix application
- Allow for improved coordination with field crews whereby field personnel can electronically view and update the status of service requests from the field.

The City budgeted for this expense in 2010. Proposals are due February 3, 2011. Staff will conduct an initial evaluation of the bids prior to the February work session and an interim update will be presented at that time. It is anticipated that a contract will be presented for Council approval at the February 28<sup>th</sup> meeting.

A detailed analysis of the results of the RFP will be included in the public packet of information given to the Council in preparation for the February 28<sup>th</sup> meeting.