



## CITY COUNCIL AGENDA ITEM

Date: November 5, 2013

To: Brian Kischnick, City Manager

From: Thomas Darling, Financial Services Director  
 MaryBeth Murz, Purchasing Director  
 Tim L. Richnak, Public Works Director  
 Gert Paraskevin, IT Director

Subject: Sole Source: Expand Azteca Systems, Inc Cityworks Licensing

### History

On April 5, 2010 City Management recommended and City Council approved the purchase of Cityworks as a replacement for Hansen, which was the City's initial system for asset management and work orders; Customer Service Requests, infrastructure inspections and inventory management (Resolution #2010-04-076). At that time Azteca Systems, Inc provided licenses equivalent to the Hansen application at no initial cost, a \$222,940 savings, but with an annual maintenance fee. The current licensing is detailed in Appendix A. The current annual maintenance fee is **\$47,855** per year.

Since 2010, use of Cityworks has continually increased as it is being used to manage and update water, sewer and sanitary utilities, fire hydrants, streets, sidewalks, street signs, pavement, parks facilities, trees, publicly owned parking lots, as well as Engineering benchmarks and control points and to manage Service Requests. All of which tie to the City's ESRI Geographical Information System. Most recently in December of 2012 City Council approved the purchase of Freeance Mobile app software allowing the update of work orders and service requests while in the field; {Resolution #2012-12-222-J-7}.

As a result of the tools offered by Cityworks, the increased efficiency, and amount of data managed, the City is currently at the point of maximum use of all twenty (20) full function user licenses. As we continue to look at ways to expand use of Cityworks to help make departments more efficient two main changes to the licensing is required as listed below:

1. Increase the number of full license users by at least 20.
2. Purchase the Work Order full function Application Programming Interface (API).

The City has created several prototype applications utilizing the Work Order Advanced API functionality and the applications have been very successful. They include a tree maintenance portal, sidewalk replacement program, street sign maintenance and street slab replacement program. We would like to put these into full production as well as develop several other applications such as a Snow Plowing interface with Smartmsg our call notification system, Tree down interface with Smartmsg, Miss Dig interface, and Fire Department hydrant winterization requests. As we continue to move forward and develop applications, not only will use expand, which translates to the need for



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more user licenses, so will requests for additional applications as users take advantage of the benefits and improved efficiencies.

Azteca was approached to provide a quote for 20 additional full function licenses and the Work Order Advanced API license. That quote is outlined in Appendix B as option 1 with an initial expenditure of **\$89,895** and a maintenance cost of **\$65,835** per year. Azteca also offered an alternative licensing option, which is an Enterprise License Agreement (ELA) that provides unlimited user licenses packaged with additional modules. The Work Order Advanced API was added to that and is outlined as option 2 with no initial expenditure but an annual recurring cost of **\$70,000**. Modules included in the ELA are detailed in Appendix C.

Considering the two options the incremental cost to move to an ELA with unlimited users, the Work Order Advanced API, as well as the additional modules we could begin to utilize, provides much more flexibility to the City as we continue to roll out Cityworks in any way deemed effective and efficient. However, this is still quite an increase over our current annual maintenance costs. So we approached Azteca and asked them to offer alternatives that could make it more financially feasible for the City to move in the ELA direction. Those discussions resulted in option 3 which provides access to all licensing immediately, with no initial expenditure, and a ramped increase in annual maintenance. That would begin with a moderate increase due with our next annual maintenance renewal on 4/8/2014 from \$47,855 up to **\$52,000**, then another increase in 2015 to **\$60,000** and finally the entire commitment in 2016, at a slightly reduced rate, of **\$68,000** per year rather than the \$70,000 initially quoted.

### Purchasing

In the best interest of the City at the time, the initial purchase of Cityworks was approved as a Bid Waiver in April 2010 as detailed above. Continued use and expansion of Cityworks requires that additional licenses or services from the sole source original software vendor *Azteca Systems, Inc. of Sandy, Utah* be purchased.

### Financial

Funds for annual maintenance are available in the IT Department and Water Funds annual operating budgets. Projected increases will be budgeted in future budgets.

### Recommendation

City management recommends expanding the current Azteca Systems, Inc. Cityworks software license to an ELA - Server AMS STANDARD Tier 3A which includes the Work Order API Advanced module, resulting in an estimated increase in annual maintenance from \$47,855 to \$52,000 in 2014, \$60,000 in 2015 and \$68,000 in 2016 and subsequent years as outlined in the attached Appendix C.



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### Appendix A

#### Current Cityworks Licensing

<b>Module</b>	<b>Description</b>	<b>Quantity</b>
Named Server AMS Logins	Service Request only	60
Named Server AMS Logins Full Function	Includes both Service Request and Work Order	20
Desktop	Required for configuration	2
Storeroom	Inventory module	4
Contracts	Allows management of contracts against Work orders	1
Service Request API	Allows custom programming of Service Request interfaces	1
<b>Maintenance Cost</b>	<b>Per year</b>	<b>\$47,855</b>



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## Appendix B Cityworks Quote Comparisons

### Option 1

Module	Quantity	Initial Cost	Annual Maintenance
Current Annual Maintenance			\$47,855
Named Server AMS Logins Full Function	20	\$39,900	7,980
Work Order Advanced API	1	49,995	10,000
<b>Total Cost</b>		<b>\$89,895</b>	<b>\$65,835</b>

### Option 2

Module	Quantity	Initial Cost	Annual Maintenance
Enterprise License Agreement (ELA)	1		60,000
Work Order Advanced API	1	waived	10,000
<b>Total Cost</b>			<b>\$70,000</b>

### Option 3

Module	Quantity	Initial Cost	Annual Maintenance
ELA - Server AMS STANDARD Tier 3A which includes the Work Order Advanced API	1		
Total Cost Ramped over 3 years First increase with maintenance renewal 4/8/2014			\$52,000
Second increase renewal 4/8/2015			\$60,000
Third increase renewal 4/8/2016 (and future years)			\$68,000



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## Appendix C Proposed Cityworks Licensing (Option 3)

Module	Description	Quantity
<b>ELA - Server AMS STANDARD Tier 3A</b>	<b>Includes modules below</b>	
Named Server AMS Logins Full Function	Includes both Service Request and Work Order user licenses	unlimited
Desktop	Required for configuration	unlimited
Storeroom	Inventory module	unlimited
Contracts	Allows management of awarded contracts such as pavement replacement and sidewalk maintenance against work orders.	1
Service Request API	Allows custom programming of Service Request interfaces	1
*Equipment Manager	Module that provides advanced capabilities for the management of City owned equipment and vehicles as they related to asset management activities.	unlimited
*MicroPaver Interface (Pavement Management)	Provides the ability to interface the MicroPaver Pavement Management software system to the City's asset management activities.	1
*CCTV Interface	Provides the ability to import CCTV Pipeline Assessment Certification Program (PACP) inspections into Cityworks.	1
*Cityworks Analytics	Provides the ability to analytically evaluate our asset manage practices managed within Cityworks against Key Performance Indicators (KPIs) to provide a quantifiable means to measure progress.	unlimited
*Cityworks Mobile	Provides a streamlined interface for field crews to access Cityworks within the field.	unlimited
*Work Order API – Extended	Allows custom programming of Work Order interfaces with extended functionality.	1
Maintenance Cost	Ramped increase	
	4/8/2014	<b>\$52,000</b>
	4/8/2015	<b>\$60,000</b>
	4/8/2016 (and ongoing)	<b>\$68,000</b>

\*Denotes new modules