



CITY COUNCIL ACTION REPORT

December 11, 2012

TO: Brian M. Kischnick, City Manager

FROM: Thomas Darling, Director of Financial Services
Susan A. Leirstein, Purchasing Director
Gertrude Paraskevin, IT Director
Timothy L. Richnak, Public Works Director

SUBJECT: Sole Source – Purchase Freeance Mobile Application (app) Software

Background

The City implemented Azteca Cityworks Asset Management and Customer Service Request software in 2010. This system integrates with the City's ESRI Geographical Information System (GIS) providing tools to better manage and update City infrastructure assets such as water, sewer and sanitary utilities, fire hydrants, streets, sidewalks, street signs, pavement, parks facilities, trees, publicly owned parking lots, and Engineering benchmarks and control points. The Customer Service Request module is utilized by Public Works and Engineering to manage issues related to residents and businesses. It is also used by the Fire department to track equipment maintenance and staffing requests.

The City has been very happy with Cityworks and the flexibility inherent in the software which has allowed customizations to help manage many assets and processes. However, the City is always looking for ways to further streamline processes, and one way to accomplish that is to enable field staff to create and receive work orders and service requests in the field. This has been a goal for quite some time but the available technology of client software on laptops has been cost prohibitive to deploy in the scale required. However, since Council approved the move to Smartphone technology in December 2011, a less expensive alternative is now available. Some field workers have already been issued Smartphones and have gained efficiencies utilizing the features of the devices as well as some no/low cost applications (apps). Additional Smartphones would cost approximately \$150 each versus the cost of a ruggedized laptop at \$2,300 each. The City could leverage these devices to access work orders and service requests that reside in Cityworks while in the field.

TDC Group, Inc of Dayton Ohio has partnered with Azteca to develop a Cityworks specific Smartphone app. They offer a product, Freeance Mobile for Cityworks, for the Android and Apple iOS platforms that would cost \$21,000 initially for 20 licenses including implementation, plus 25% annual maintenance. Detailed pricing can be found in Attachment A. This product would allow Smartphone access to Cityworks work orders, service requests and inspections in the field. In addition to the Freeance Mobile for Cityworks product, TDC is offering the City, as a special promotion, their Freeance Mobile Forms Pro product at no additional cost including maintenance, which is a \$15,000 value. The Forms Pro product could be used to interface to other systems in use by the City outside of Cityworks, for example BS&A Software and GIS data to further provide access to critical systems to workers while in the field.

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The functionality the Freeance product offers such as the ability to create, update and complete work orders and service requests in the field, will assist the City in its continuous improvement efforts and address ICMA recommendations to: “Continue utilization of City Works GIS infrastructure management system. Explore utilization of hand-held devices for field work.” Although we have been able to streamline various workflows, there are still many paper based forms and processes in use. Some of the areas that would be addressed include streamlining weed mowing, street lighting maintenance, catch basin cleaning, tree maintenance, park management, and building maintenance operations, which was merged into Public Works as part of the City reorganization and ICMA recommendation.

Freeance Mobile would provide the necessary tool to allow the City to implement a more efficient process, faster access to information and improved customer service. It would also reduce clerical time devoted to this process, and therefore free staff time to address other pressing tasks. Tasks that otherwise would be overlooked or sit for longer periods of time as a result of staff reductions in the past few years. Estimated clerical labor savings would be at least 2 hours per week which translates to 104 hours per year at a cost savings of approximately \$4,576 per year.

By providing direct access to Cityworks in the field there would be no need to handle paper forms or have additional clerical staff involved in printing forms and transcribing results. Purchase of the Freeance product would allow for automated notifications of newly created work orders and service requests to our field staff and give them immediate access to the information pertinent to that work activity. In addition they would be able to update information and even create new service requests or work orders as they see issues while in the field, providing an instant stream of feedback to their supervisors and clerical staff who need that information to address inquiries from the public.

Recommendation

City management is requesting authorization to purchase Freeance Mobile for Cityworks from TDC Group, Inc of Dayton Ohio as outlined in Attachment A for an estimated total cost of \$21,000 with a yearly software maintenance fee of approximately \$3,750 that could change annually based on the Consumer Price Index (CPI) for the then current year when compared with the previous year. In addition, City management is requesting the authorization to purchase additional licenses in the future at a cost of approximately \$500 each, plus 25% annual maintenance costs also subject to increases in the CPI, should they be necessary in the City’s continuous improvement efforts.

The recommendation will be contingent upon TDC Group, Inc submitting proper contract documents and insurance certificates.

Fund Availability

Funds are budgeted and available in the Water Fund and Streets Department in the General Fund.

ATTACHMENT A

Costs

Software Module	Initial Cost	Annual Maintenance
Freeance Mobile for Cityworks (20 users)	\$ 15,000	\$ 3,750
Freeance Mobile Pro Forms (20 users)	0	0
Installation and Training	6,000	
Total	\$ \$21,000	\$ 3,750

(Note: Additional licenses purchased beyond the initial 20 would cost \$500 each plus 25% maintenance or approximately \$125 per year.)