



Legislation Text

File #: 09-0893, **Version:** 1

Resolution to Approve Purchase Order to Azteca Systems (Cityworks Enterprise License and Annual Maintenance and Support Agreement FY2010) (\$60,000.00)

Attached for your review and approval is a resolution which authorizes a purchase order in the amount of \$60,000.00 for an Enterprise License Agreement and Annual Cityworks Maintenance and Support Agreement with Azteca Systems.

The City's current Cityworks Annual Maintenance and Support Agreement, which expires in October of 2009, is restricting further deployment of Cityworks to field operations personnel and is no longer sufficient to meet the needs of the City's increasingly mobile workforce.

The City's current agreement with Azteca Systems includes 20 named (single seat) and 17 concurrent (floating) licenses and one web interface license.

The purchase of an Enterprise License will allow further expansion by providing the necessary access to all employees that require Cityworks for managing assets and maintenance activities, tracking service requests and fulfilling work orders at work sites throughout the City. The Enterprise License also provides a web-based Cityworks version that will allow an unlimited number of employees to easier access to Cityworks.

Cityworks has previously been implemented within Public Services' Call Center, Solid Waste, Systems Planning, Field Operations (Forestry, Parks, Streets, Utilities, etc.), Facilities Maintenance, Water Treatment Plant, Safety Services' Community Standards and Community Services' Parks Maintenance and, Planning and Development. A Cityworks web-based service is also available allowing citizens to request and track service requests online (like sidewalk repair and pothole fill requests).

Cityworks is a Geographical Information System (GIS) centric asset management system used for managing asset and maintenance activities. Cityworks uses a central database to create and track service requests and work orders based upon a customer request or an asset's preventative maintenance schedule. One of the strengths of Cityworks is that by being GIS centric, work can be managed on a geographical basis, allowing for productivity to be maximized by optimizing staff deployments and work orders by geographic vicinity instead of just task type.

The annual Enterprise License Agreement of \$60,000.00 is included in the FY2010 Information Technology budget.

Azteca Systems received Human Rights approval on April 28, 2009, and complies with the living wage ordinance.

Prepared by: Russell Hanshue, Applications Delivery Manager,

Reviewed by: Tom Crawford, Chief Financial Officer

Approved by: Roger Fraser, City Administrator

Whereas, Cityworks is a geographic information systems centric enterprise asset management system;

Whereas, The City uses Cityworks to geographically optimize staff deployments and work orders resulting in more effective use of the City's staff and resources;

Whereas, Purchasing an Enterprise License is necessary to meet growing demand by field operations personnel and an annual maintenance and support agreement with Azteca Systems is necessary to receive application updates and maintain customer support of the Cityworks system;

Whereas, Funding for an annual maintenance and support agreement is budgeted for and available in the approved FY2010 Information Technology Fund;

Whereas, Azteca Systems is the sole source provider of Cityworks software; and

Whereas, Azteca Systems received Human Rights and Living Wage approval on April 28, 2009;

RESOLVED, That City Council approve a purchase order with Azteca Systems for the purchase of the Cityworks Enterprise License and software maintenance and support agreement for FY2010 in the amount of \$60,000.00 to be expended without regard to fiscal year; and

RESOLVED, That the City Administrator be authorized to take all necessary actions to implement this resolution.