THE CITY OF ASHEVILLE

Staff Report

Council Meeting Date: June 13, 2023

Subject: Amending agreement with AztecaSystems, LLC for hosting CityWorks (enterprise asset management system).

Staff Resource(s): Holly Barham, Department Director, and Scott Barnwell, Deputy Director, Information Technology Services.

Action Requested: Adoption of a resolution authorizing the City Manager to amend an agreement with Azteca Systems, LLC for hosting the Cityworks enterprise asset management system software license, maintenance, and support.

Background:

- Cityworks asset management software provides a platform for Water Resources' and Public Works' asset management, work orders, inventory management, and reporting.
- This software is utilized to track the use and costs of assets and to determine when preventative maintenance should occur.
- The software tracks the cost of work performed by field personnel and allows for tracking of performance and reaction times for service calls received by customer service.
- It also allows for a paperless workflow within departments and across departments using the system.
- This is an annual software renewal that will allow for the continued use of the Cityworks software.
- Cityworks is highly integrated with the City's GIS program and includes all major physical assets maintained by Water Resources and Public Works (water mains, valves, hydrants, streets, fleet vehicles, etc.).
- In the upcoming fiscal year, FY 2023-24, there are plans to begin expansion of Cityworks for use in the Transportation and Parks & Recreation Departments.
- Past resolutions related to the City's Cityworks contract include: 23-27 and 22-23.

Vendor Outreach Efforts:

- No outreach was required as this is amending an existing contract.
- The City of Asheville conducted a competitive procurement process for an asset management software system for both Public Works and Water in 2016 and 2017.
- The asset management system is designed to be used with any other city departments as needed.
- There are a limited number of vendors providing enterprise asset management software, and after reviewing all available options, Azteca Cityworks was selected as the best overall value for the City of Asheville.

Council Goal(s):

- Improve/Expand Core Services

Committee(s):

- N/A

Pro(s):

- Amending the current contract will provide a fully hosted product (Software As A Service). This allows for better security, data backup, and disaster recovery.
- More efficient management of Water Resources and Public Works physical assets and infrastructure.
- Automation of work orders and reporting.

Con(s):

- Without this system, Water Resources and Public Works will not be able to proactively manage and maintain critical infrastructure.

Fiscal Impact:

- Funding for this contract is available in the Water Resources and Public Works departmental operating budgets.
- Year 1: 05/10/2023 – 03/09/2024 $29,473.75 (Prorating this year's fee to include hosting- $74,623.50 original amount)
- Year 2: 03/10/2024 – 03/09/2025 $116,233.50

Suggested Motion:

- Motion to adopt a resolution authorizing the City Manager to amend an agreement with Azteca Systems, LLC for hosting the Cityworks enterprise asset management system software license, maintenance, and support.

Attachment(s):

- Resolution

RESOLUTION NO. 23-_____

RESOLUTION AUTHORIZING THE CITY MANAGER TO AMEND AN AGREEMENT WITH AZTECA SYSTEMS, LLC FOR THE ENTERPRISE ASSET MANAGEMENT SYSTEM SOFTWARE LICENSE, MAINTENANCE, AND SUPPORT

WHEREAS, the City of Asheville has authority pursuant to North Carolina General Statute section 160A-20.1 to enter into contracts for services with other entities for the purchase of technology goods and service; and

WHEREAS, the City currently has an enterprise-wide agreement with Azteca Systems, LLC for enterprise asset management software license, maintenance, and support, and staff recommends renewal of this agreement for an additional year; and

WHEREAS, the current agreement between the City of Asheville and Azteca Systems, LLC was renewed to support numerous functional groups within the City, and both parties wish to enter a new agreement for this purpose; and

WHEREAS, the amendment will allow the City to move to a hosted product Year 1: 05/10/2023 – 03/09/2024 $29,473.75; and Year 2: 03/10/2024 – 03/09/2025 $116,233.50; and

WHEREAS, the funding is currently allocated within the Water Resources Department and Public Works Department budgets;

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF ASHEVILLE THAT:

The City Manager is hereby authorized to amend the enterprise-wide agreement with Azteca Systems, LLC on behalf of the City of Asheville for the purpose of providing an enterprise license agreement contract for asset management software, Maintenance, and support and to renew in the amount of $116,233.50 per year for Citywide use subject to annual increases. Further, the City Manager is authorized to execute annual maintenance renewals as needed by City departments for an amount not to exceed the City's approved budget for those departments for each applicable fiscal year period.

Read, approved and adopted this the 13th day of June, 2023.

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City Clerk Mayor

Approved as to form:

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City Attorney