THE CITY OF ASHEVILLE

Staff Report

Council Meeting Date: February 14, 2023

Subject: Renewing agreement with Azteca Systems, LLC for the use of CityWorks (enterprise-wide asset management system).

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

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

Background:

- Azteca Systems, LLC's Cityworks asset management software provides a platform for Water Resources and Public Works asset management, work orders, and reporting.
- This software is utilized to track the use and costs of assets through preventative maintenance of assets.
- It is used to track the costs of work performed by field personnel and allow for tracking of performance and reaction times in calls coming into customer service.
- It also allows for a paperless workflow within departments and across departments using the system.
- This is an annual software renewal to allow for continued use of 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, etc.).
- One component added in 2021, the Citizen Engagement Application Programming Interface (API), allows for integration between Cityworks and the Asheville App.
- This streamlines data entry, public notifications, and automates the creation of work orders and reports.

Vendor Outreach Efforts:

- 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.
- There are a limited number of vendors providing comprehensive enterprise asset management software, and after reviewing all available options, Cityworks was selected as the best overall value for the City of Asheville.

Council Goal(s):

- Improve and Expand Core Services

Committee(s):

- N/A.

Pro(s):

- 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, which totals $74,623.50, is available in the Water Resources and Public Works departmental operating budgets.

Suggested Motion:

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

Attachment(s)

- Resolution

RESOLUTION NO. 23-____

RESOLUTION AUTHORIZING THE CITY MANAGER TO RENEW 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 is to be renewed to support numerous functional groups within the City, and both parties wish to enter a new agreement for this purpose; 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 renew an 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 in the amount of $74,623.50 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 14th day of February, 2023.

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City Clerk Mayor

Approved as to form:

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City Attorney