

CITY OF SANTA ROSA  
CITY COUNCIL

TO: MAYOR AND CITY COUNCIL  
FROM: LORI URBANEK, DEPUTY DIRECTOR – TRANSPORTATION  
AND PUBLIC WORKS  
JEANNINE SARRAGOSSA, DEPARTMENT INFORMATION  
TECHNOLOGY SUPERVISOR - WATER  
  
SUBJECT: WOOLPERT AGREEMENT TO PROVIDE CITYWORKS  
ENTERPRISE ASSET MANAGEMENT SOFTWARE

AGENDA ACTION: RESOLUTION

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RECOMMENDATION

It is recommended by the Water, Finance, Recreation and Parks, Information Technology, and Transportation & Public Works Departments that the Council, by Resolution, approve a Professional Services Agreement with Woolpert, Inc., for Cityworks enterprise asset management software and software implementation and support services in an amount not to exceed \$1,641,708.

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EXECUTIVE SUMMARY

Asset management programs help cities manage assets proactively and budget accordingly. The City utilizes an enterprise asset management software product to inventory assets and manage maintenance on citywide infrastructure including the water distribution, collection and reuse systems; parks and recreation facilities; streets, street lights and signs; and parking facilities.

The current software, Infor Hansen 7, has many limitations and has reached the end of its software lifecycle. The selected replacement, Azteca's Cityworks (Cityworks), is a current and continually improving product based on a current Microsoft platform. Cityworks runs seamlessly integrated with the City's GIS software, providing real-time updates through built-in mobile applications, and integrated pipeline software. It's forecasting tools support capital investments and long-term asset management and budget strategies.

## BACKGROUND

In 2001, the City entered into an agreement with Hansen Information Technologies (aka Infor Public Sector, Inc.) to provide an enterprise asset management system (EAMS). In 2013, when the new version of Hansen software was released, it was determined by staff that the new version of software had limitations and the City should consider what other EAMS solutions were available.

In July 2016, after a competitive process, the City selected consulting firm SoftResources to prepare and review responses to a Request for Proposal (RFP) for replacement of the current EAMS. During the summer of 2016, SoftResources conducted multiple workshop sessions to gather City staff's requirements for the EAMS. The RFP was issued in October 2016. Eight consultants responded to the RFP, three presented Cityworks as value added resellers, and the other five vendors presented other solutions. During the first quarter of 2017, SoftResources evaluated the responses and selected Cityworks and two other software options as the top three. In March of 2017, a script was created so that software demonstrations would focus on the City's specific needs, and allow comparison of the packages across the submissions. Over the next few months, each software vendor spent two days going through their products and presenting them to the City's evaluation team.

Cityworks, implemented by Woolpert (a value-added reseller), was selected based on its responsiveness to the City's needs and cost. Extensive calls and visits were made to other municipalities and districts to check Woolpert's references and gain knowledge about the success of the software's implementation. Several staff members visited Central Contra Costa Sanitary District and received a positive evaluation from their staff.

Staff, SoftResources, and Woolpert initiated the development of the Scope of Work in the summer of 2017. Due to the fires in October 2017, the work was not completed until March of 2018.

## PRIOR CITY COUNCIL REVIEW

On May 1, 2001, the City Council, by Resolution No. 24814, approved the original EAMS agreement with Hansen Information Technologies (aka Infor Public Sector, Inc.).

On December 12, 2017, the City Council, by Resolution No. 2017-242, approved the Seventh Amendment for service and maintenance with Infor Public Sector, Inc.

## ANALYSIS

The current software, Infor Hansen 7, stores all the asset, work order, service order, and inspection history. It has many limitations and has reached the end of its software lifecycle. Infor no longer fully supports the product. The Microsoft Server and SQL software it runs on will no longer be supported as of late 2019.

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MANAGEMENT SOFTWARE  
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The Cityworks software enables the City to have visibility of asset information and maintenance activities by location in GIS maps. Staff will have the ability to produce preventative maintenance and asset replacement schedules that support more accurate budgeting. The software allows staff real-time access to view, map, and update assets and work orders from a mobile device in the field. The increased accuracy and faster access to the data will increase efficiency and reporting. The ease of the application will increase user adoption and provide better information to manage the priority of the work load.

Cityworks software is a current and continually improving product based on a current Microsoft platform. Its licensing cost is based on our City's size so departments not currently utilizing Hansen could be added without additional licensing costs. An interface is provided to facilitate integrations with other City applications such as the City's Utility Billing software (CIS) and the Water Department's operations and management software (SCADA). Designed specifically to be used with ESRI GIS, maps will be available to users without a cumbersome interface. Cityworks also has its own mobile application for use in the field, which will allow staff to obtain work assignments and enter information via cell service. Forecasting features are included to better support the capital investments and long-term asset management and budget strategy. At least one municipality has successfully used this software during and after an emergency to facilitate their FEMA claim.

This agreement facilitates the implementation of Cityworks software to replace Hansen software.

#### FISCAL IMPACT

This item does not have a fiscal impact on the General Fund. Funding for implementation costs were appropriated in prior fiscal years.

The annual license fee will be part of each Department's Operations and Maintenance Budgets distributed through the IT Cost Allocation Model.

#### ENVIRONMENTAL IMPACT

This action is exempt from the California Environmental Quality Act (CEQA) because it is not a project which has a potential for resulting in either a direct physical change in the environment, or a reasonably foreseeable indirect physical change in the environment, pursuant to CEQA Guideline section 15378.

#### BOARD/COMMISSION/COMMITTEE REVIEW AND RECOMMENDATIONS

Not Applicable.

NOTIFICATION

Not Applicable.

ATTACHMENTS

- Resolution/Professional Services Agreement with Woolpert

CONTACT

Lori Urbanek  
[lurbanek@srcity.org](mailto:lurbanek@srcity.org)  
543-3854

Jeannine Sarragossa  
[jsarragossa@srcity.org](mailto:jsarragossa@srcity.org)  
543-3951