



CITY of NOVI CITY COUNCIL

Agenda Item K
October 14, 2013

SUBJECT: Approval to award Novi Enterprise Asset Management System (NEAMS) Phase III implementation & system upgrade services to Power Engineers in the amount of \$35,405.

SUBMITTING DEPARTMENTS: Department of Public Services and Information Technology

CITY MANAGER APPROVAL: 

EXPENDITURE REQUIRED	\$ 35,405
AMOUNT BUDGETED	\$ 35,500
APPROPRIATION REQUIRED	\$ 0
LINE ITEM NUMBERS	209-000.00-939.260

BACKGROUND INFORMATION:

The first phase of the Novi Enterprise Asset Management System (NEAMS) was successfully completed in May 2012. The second phase of NEAMS was approved by City Council in September 2012 and was implemented in January 2013. The City of Novi Department of Public Services and Information Technology Department have leveraged this technology solution to improve the operations and maintenance practices involving the City's water, sewer, road, storm water, and non-motorized infrastructure. This asset management strategy will improve the operational efficiency of these systems by reducing operating and capital replacement costs and improving customer service by managing public service requests so they can be efficiently received, prioritized, and satisfied. Phase III of this project will extend the system to forestry management and replace the Davey TreeKeeper program. Additionally, Power Engineers will upgrade the system software and databases to gain functionality from new versions of the Esri GIS and Azteca Cityworks software programs.

Professional Services Consultant Role & Competitive Request for Proposals (RFP) Solicitation Process

A competitive RFP process was conducted in accordance with the City's purchasing policy for this multiphase project. A team driven, qualification based selection (QBS) evaluation was conducted prior to phase one. Based upon the successful completion of two phases, City staff recommends awarding phase three to Power Engineers using the same competitively bid rate schedule applied in phase one. This experienced vendor will provide software configuration/implementation services, training, system documentation, and oversee the system's successful deployment to ensure staff take complete ownership of the final solution. Power was the lead consultant for over 25 projects across the nation enabling local communities to fully leverage Cityworks asset management systems. Novi's work processes for tree and forestry management will be streamlined for essential service delivery functions including: managing service requests, assigning work orders, monitoring tree species susceptible to migrating diseases, mapping new trees, and creating standardized reports for expense summaries and budget development for equipment, labor, and materials.

NEAMS Advances Our City Council's Goals

The NEAMS asset management program will advance the City Council's goals of improving infrastructure and maintaining a fiscally responsible government. The system is also designed to evolve and mature with the City's increased operational needs as exemplified by the City's growing urban forest that currently includes over 36,000 trees. The system is designed to associate calls for service with work performed to manage, restore, rehabilitate, and/or replace affected tree assets in areas the City has the responsibility to maintain including public right-of-ways, parks, City facilities, and sidewalk/trail systems.

RECOMMENDED ACTION: Approval to award Novi Enterprise Asset Management System (NEAMS) Phase III implementation & system upgrade services to Power Engineers in the amount of \$35,405.

	1	2	Y	N
Mayor Gatt				
Mayor Pro Tem Staudt				
Council Member Casey				
Council Member Fischer				

	1	2	Y	N
Council Member Margolis				
Council Member Mutch				
Council Member Wrobel				



September 23, 2013

Keri Blough
Geospatial Applications Services Manager
City of Novi, IT Department
45175 W. Ten Mile Road
Novi, MI 48375

ENERGY

FACILITIES

COMMUNICATIONS

ENVIRONMENTAL

Subject: Quote for NEAMS Forestry Implementation and AMS 2013 Upgrade

Hi Keri:

Thank you for the opportunity to provide a quote to upgrade Cityworks to version 2013 and implement Cityworks AMS for the City's forestry assets. Following is a description of the general implementation approach that will be used to implement Cityworks for this asset group:

- Task 1 Project Management**
 - 1.1 Project Supervision

- Task 2 Task 2 Implementation Planning and Requirements**
 - 2.1 Kick-off Meeting
 - 2.2 Remote Implementation Planning and Requirements Workshops
 - 2.3 Develop System Requirements Documents

- Task 3 Cityworks Configuration and Installation**
 - 3.1 Cityworks Configuration
 - 3.2 Cityworks Configuration QA/QC
 - 3.3 Cityworks Installation

- Task 4 Cityworks System Review**
 - 4.1 Cityworks Configuration Review
 - 4.2 System Update and Redeploy

- Task 5 Cityworks Training and Documentation**
 - 5.1 Onsite Training
 - 5.2 Documentation

- Task 6 Cityworks Deployment**
 - 6.1 Onsite System Deployment Support
 - 6.2 System Acceptance Testing

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FORESTRY ASSET MANAGEMENT SYSTEM

Objective(s):

- Deploy Cityworks for the City's Forestry Assets
- Upgrade NEAMS to AMS 2013

Responsibility: POWER

Duration: 3 Months

Location: POWER Office/City of Novi

Resources: Mark Rytlahti, Peter Godfrey

Description

POWER will use the same methodology that was used for the implementation of Cityworks for the Storm Water System and Non-Motorized asset groups. This deployment will include the following:

- Project Management
- Implementation and Planning Requirements
 - Specifying modifications to the GIS database model to support forestry asset management
 - Cityworks Configuration Requirements Document
 - Planting
 - Pruning
 - Removal
 - Disease/Pest Control
 - Work Permits
 - Capital Planning
 - Storms/Emergencies
 - Contract Management
 - Inventory Management
- Software Upgrade
 - Upgrade the NEAMS website to Cityworks AMS 2013
 - Upgrade the City's GIS to the latest ArcGIS version compatible with Cityworks AMS 2013
- Configuration of Cityworks for Forestry in Development and Production Environments
- Cityworks System Review
- Cityworks End-user Training
 - Training material customized for the City
 - Up to two days of on-site instructor-led training
- Cityworks Deployment Support
 - One day of on-site Go Live Support and up to four hours of remote post deployment support

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Assumption(s):

- The City will provide facilities for on-site work including desk, telephone, internet access, and system access as required.
- MS Project 2010 will be used for development of the project schedule.
- The City will provide POWER with a copy of the tree assets in Esri file geodatabase format two (2) weeks prior to the requirements workshop. The tree assets will be suitable for deployment with Cityworks software.
- Migration by POWER of current TreeKeeper work history or other data is not required.
- The City Project Manager will coordinate appropriate Subject Matter Experts (SMEs) and meeting participants for the requirements workshop.
- The requirements workshop will be conducted via WebEx and will consist of two 2½-hour sessions and a 1-hour follow-up session.
- The City will deliver existing forestry workflow, work order, inventory, GIS and related system documentation to POWER's project manager at least two (2) weeks prior to the requirements design meeting.
- The City will have appropriate software licenses to support the addition of forestry users prior to the training session.
- POWER will have remote access to the City's equipment to install software and data.
- POWER will have access to the City's IT staff as needed during the software installation and testing process.
- The City will provide an adequate level of IT support to ensure that installation, testing and issue resolution are performed in an efficient manner.
- On-site training will be provided by one POWER trainer for up to two days.

Client Responsibilities:

- Assign a project manager to the project that is knowledgeable of the project and business requirements and has general decision-making authority to ensure timely resolution of issues that could impact the project schedule.
- Ensure that the appropriate project stakeholders, IT, representatives and Subject Matter Experts (SMEs) attend the kick-off meeting.
- Provide meeting facilities and coordinate the attendance of the City's project participants for all project meetings, workshops and training.
- Deliver existing work order and related system documentation.
- Coordinate the collection, organization and transfer of requested documentation, data, hard-copy samples and other appropriate information as needed.
- Review and provide written comments on the draft and final System Requirements Document within five (5) business days of delivery.
- Provide timely response to questions raised by POWER during the configuration.
- Obtain licenses for and download all required Esri software.
- Clone a development virtual machine from the current NEAMS server.
- Once training has been concluded, clone a production virtual machine using the training VM as the source. This clone will be used as the production NEAMS VM.
- Provide IT staff to support POWER during the software installation and testing process as needed.
- Provide remote access to the City's equipment to install software.
- Provide review and consolidated comments on the updated requirements document within five business days of receipt.

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- Provide all computers, with the required version of Internet Explorer and Silverlight installed, to use for on-site training. As an alternative Firefox may be used as a web browser. The current supported versions are IE 10, Firefox 21 and Silverlight 5.
- Ensure that the training area is large enough to accommodate 9 networked-computers, 10 students and an instructor with a table, computer, projector, and supporting materials.
- Ensure that all students participating in training have at a minimum basic PC literacy.
- Coordinate departmental participation for the deployment and acceptance testing.
- During testing, the City will provide a description of the support issue and provide access to the system via remote support software.
- The City will provide timely response to requests for system evaluation comments and suggestions.
- The City will provide at least one of its current Cityworks super users to assist POWER's instructor during the two training sessions conducted by POWER.

COST


The cost of the Forestry Asset Implementation and AMS 2013 upgrade will be **\$35,405**.

All estimated travel expenses for POWER staff are included and will be billed to the City of Novi at cost plus a carrying and handling charge of 10%. The total cost of the proposal does not include sales tax where applicable. The City is responsible for any taxes, duties, or fees.

Payment will be based upon task completion with payment due net 30 days. Project management services will be invoiced monthly based on percent complete. All change orders will be performed on either a time and expense or fixed price basis.

All POWER invoices are due 30 days after date of the invoice. Payments made after 30 days will be subject to a 1½ % per month late charge.

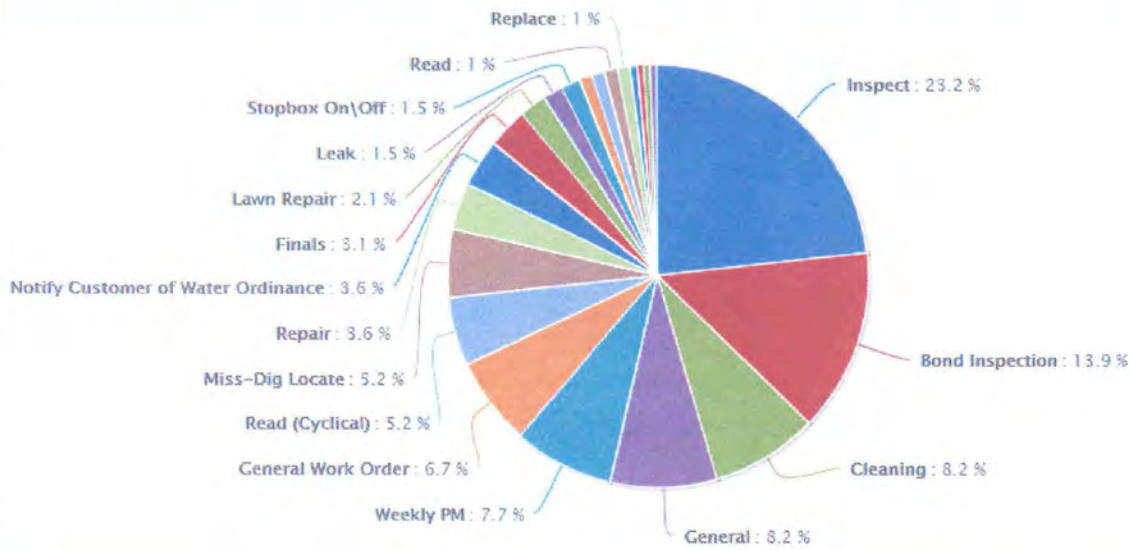
Sincerely,



Mark Rytilahti
Senior Consultant

Reporting Examples:

Open Water & Sewer Work Orders by Type



Open Field Operations Work Orders by Type

