

## Legislation Text

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File #: 15-9689, Version: 1

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### Work Order and Asset Management Software and Services Provider

#### **Action:**

- A. Approve a three-year contract with Timmons Group, Inc. to provide and implement software tools and professional services for the Charlotte Water work order and asset management application,**
- B. Authorize the City Manager to approve price adjustments and amend the contract consistent with the purpose for which the contract was approved, and**
- C. Authorize the City Manager to purchase such additional software licenses, services, hardware, maintenance, and support as required to maintain the system for as long as the City uses the system.**

#### **Staff Resource(s):**

Angela Lee, Charlotte Water  
Shawn Coffman, Charlotte Water

#### **Explanation**

- This contract will provide software tools which will enable more functionality and a better user experience within Charlotte Water's existing work order and asset management application, Cityworks.
- This contract also includes professional services for implementation and support.
- Charlotte Water has been using Cityworks since 2012 to manage, track, and monitor field operations construction and plant maintenance work requests and asset information.
- On June 4, 2018, the City issued a Request for Proposals (RFP); two proposals were received.
- Timmons Group, Inc. best meets the City's needs in terms of demonstrated competence and qualification of professional services in response to the RFP requirements.
- Expenditures for licensing and implementing the system are estimated to be \$65,000.
- Expenditures for additional licensing, professional services, maintenance, and support are estimated to be \$200,000 annually.

#### **Charlotte Business INclusion**

No subcontracting goal was established because there are no opportunities (Part C: Section 2.1(a) of the Charlotte Business INclusion Policy).

#### **Fiscal Note**

Funding: Charlotte Water Community Investment Plan and Operating Budget