



AGENDA REPORT

TO: Edward D. Reiskin
City Administrator

FROM: G. Harold Duffey
Director, Oakland Public
Works

SUBJECT: Cityworks License/Maintenance
Renewal With Azteca Systems, LLC.

DATE: February 24, 2022

City Administrator Approval

Date: Mar 3, 2022

RECOMMENDATION

Staff Recommends That the City Council Adopt A Resolution:

- 1. Amending The Cityworks License And Maintenance Agreement With Azteca Systems, LLC. (Azteca) To Extend The Term From June 1, 2022, Through May 31, 2028, And Increase The Agreement In An Amount Not To Exceed One Million One Hundred Twenty-Three Thousand Eight Hundred Fifty-Two Dollars (\$1,123,852), With The Option To Purchase Additional Support Services, Functionality, And Enhancements To The Cityworks System For:**
 - A. Additional Software Products, Upgrades, Licenses And Support Services From Azteca, In An Amount Not To Exceed Three Hundred Thousand Dollars (\$300,000) For The Term Of The Azteca Contract (From June 1, 2022, Through May 31, 2028); And**
 - B. Additional License, Maintenance, Hosting, Purchase, And/Or Professional Services Agreement(s) With Azteca, Or Their Authorized Business Partner(s) In An Amount Not To Exceed Five Hundred Thousand Dollars (\$500,000) For The Term Of The Azteca Contract (From June 1, 2022, Through May 31, 2028) For Services Or Products That Enhance Cityworks Through Additional Functionality Or Customizations; And**
- 2. Waiving The Competitive Proposal Solicitation And Local Business Enterprise/Small Local Business Enterprise Requirements For The Above-Listed Agreements.**

EXECUTIVE SUMMARY

Cityworks is the software that the City of Oakland (City) uses to manage work performed on the City's infrastructure assets, and is the tool used to track service requests made to OAK311 (the Oakland Call Center). In 2009, the City initiated an agreement with Vestra to purchase and implement Cityworks with Azteca Systems, LLC (Azteca), the creator of Cityworks, as a subcontractor to provide the software and licenses. Since 2010, the City initiated a license

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agreement extension for this software with Azteca. There are no certified Cityworks Premium Business Partners with offices in Oakland that can customize the Cityworks software for Oakland's use. Local general IT firms are not specialized enough to configure or customize Cityworks.

The City of Oakland Public Works Department (OPW) and Oakland Department of Transportation (OakDOT) have successfully used the software since 2009 to generate and track service requests and work orders, labor, equipment, and materials needed for the repair and maintenance of the City's assets; calculate performance measures and respond to records requests; close the loop with the public; demonstrate compliance with the sewer Consent Decree requirements; and interface with the SeeClickFix mobile application, the Daupler after-hours emergency call service, as well as other maintenance-centric software.

As the OAK311 Call Center continues to expand, it is necessary to expand Cityworks' use beyond OPW and OakDOT. Furthermore, improved efficiencies and asset management can be achieved via additional Cityworks technologies for mobile work, cloud-based computing, and data visualization and analysis, such as the use of Microsoft PowerBI, which is used to visualize OPW and OakDOT performance measures. The Cityworks platform is an industry standard and is licensed directly by Azteca.

City Council approval of the proposed resolution will authorize funding for the final year of the current License Agreement (**Attachment A**), extend the City's License Agreement with Azteca for an additional five years (see **Attachment B**), and waive the competitive multiple-step solicitation process for continued support services with Azteca and professional service agreements with Cityworks Premium Business Partners to customize the software. This will allow continued expansion of the Cityworks system beyond OPW and OakDOT, as well as access to the expanded list of products and features associated with the Cityworks "Server AMS Standard License Agreement (ELA)."

Additionally, the resolution will allow an option for additional software products and licenses from Cityworks, if needed, and will enable an option for services and/or products and licenses from Cityworks business partners within the same timeframe.

BACKGROUND / LEGISLATIVE HISTORY

City Council Resolution No. 80847 C.M.S. (September 18, 2007) authorized the purchase and implementation of the Cityworks software for OPW/DOT from VESTRA Resources, Inc. ("VESTRA"), following a competitive Request for Proposal Process. VESTRA served as the prime consultant, with Azteca as a sub-contractor providing the software.

City Council Resolution No. 82678 C.M.S. (April 20, 2010) authorized the City Administrator to continue with an annual contract extension to Azteca and make payment for ongoing maintenance and support, including regular software upgrades, troubleshooting, and consultation related to the use of the software, for a period of three years ending June 1, 2013.

City Council Resolution No. 84161 C.M.S. (December 18, 2012), authorized the City Administrator to continue with an annual contract extension and make payment for ongoing maintenance and support, including regular software updates, troubleshooting, and consultation related to the use of the software, for an additional five years ending May 31, 2018.

City Council Resolution No. 87105 C.M.S. (March 18, 2018), authorized the City Administrator to continue with an annual contract extension and make payment for ongoing maintenance and support, including regular software updates, troubleshooting, and consultation related to the use of the software ending May 31, 2021. Resolution 87105 also allowed The City to purchase an enterprise license agreement (ELA) that expanded the use of Cityworks to users in all City Departments, with the exception of the Oakland International Airport. Prior to this resolution, the use of Cityworks was limited to OPW and OakDOT staff. This resolution authorized the City to also upgrade the license to a premium ELA that enabled the use of the Cityworks application programming interface (API) that allows other software platforms to integrate with Cityworks.

In January 2020, the license agreement was upgraded to an ELA Premium License. Cityworks added a fifth year to the license agreement, extending the contract to May 31, 2023, from May 31, 2022, as authorized by Resolution No. 87105 C.M.S. During this time, Cityworks use has been expanded to the Oakland Police Department—Abandoned Auto unit, the Oakland Fire Department, and configurations are underway for City Head Start locations, Oakland Animal Services, the City Administrator’s Office for tracking Homelessness, and access was granted to the Neighborhood Crime Prevention Coordinators.

ANALYSIS AND POLICY ALTERNATIVES

Approval of the proposed resolution will provide authorization to extend the agreement for the Cityworks software license through May 31, 2028, in an amount not to exceed \$1,123,852 with Azteca. It allows the continued use and expansion of Cityworks to City departments as OAK311 continues to grow. It also provides a software upgrade to the most recent version of Cityworks that enables the use of currently unavailable technologies, such as new mobile application options. This new user interface provides the same user experience regardless of the device being used to access the system, a “Storeroom” for materials, and further integrations with other software platforms by way of enhanced APIs with commercially available Cityworks-centric applications licensed and maintained by authorized Cityworks partners.

There are two main components to the Cityworks system: (1) tracking service requests from the public, as well as internal customers, and (2) tracking work orders performed by staff on public infrastructure assets, which may or may not originate from service requests.

Service requests going back to July 1, 2009 are available on the City’s Open Data website (data.oaklandca.gov), and quick interactive charts are available on the City’s OAK311 website (<http://311.oaklandca.gov>). An interface between the SeeClickFix mobile app and Cityworks was launched in February 2012. OAK311 launched in November 2017 and uses the Cityworks software to assign service requests to the appropriate City organization to track and resolve; the OAK311 mobile app (powered by the SeeClickFix app) interfaces directly with Cityworks. Daupler, the City’s after-hours emergency call center service that tracks after-hours calls and dispatches emergency infrastructure issues to OPW and DOT standby crews, is also integrated with the Cityworks software to initiate service requests that track every after-hours call that is dispatched to a standby supervisor.

Work is tracked throughout OPW and OakDOT for all types of public infrastructure assets; this includes staff in the Call Center, tree services, illegal dumping removal, drainage, park maintenance, graffiti abatement, sewers, streets and sidewalks, traffic signals and street lights,

street signs and striping, building maintenance, great streets and safe streets, the Recycling Hotline, and surveyors.

Since the inception of Cityworks, staff have used Cityworks to resolve over 666,359 service requests and roughly 900,000 work orders. Each time OPW and OakDOT receive a request for service or performs work on a physical infrastructure asset as defined above, information is tracked through Cityworks. This is critical to the day-to-day operations, as well as the accountability of work performed in those departments. It is the foundation for reporting and measuring results.

Cityworks is the tool used by OAK311 to track service requests from intake through completion. It is also the tool used for work on the City's infrastructure assets, as described above. Accela is the tool that is used when a permit is needed, for both private property and when related to the public right-of-way (e.g., utility work, privately constructed public improvements, and sewer lateral connections to the City's sewer main pipes). Accela and Cityworks are complimentary systems and are expected to be used by the City of Oakland for the foreseeable future.

Enterprise software, such as Cityworks, is typically sold with an initial fee followed by an annual subscription that covers software maintenance and support (e.g., bug fixes, version upgrades, troubleshooting, and technical assistance with upgrades). This license and support are provided directly by the software company. Azteca follows this standard model with Cityworks.

Staff is also requesting authorization to allocate contingency funding for professional services, products, and licenses from Azteca and authorized business partners, in the amount of \$800,000 for the term of the contract (five additional years ending May 31, 2028) - \$300,000 for hourly support services from Azteca, and \$500,000 for Cityworks Business Partners to assist with customizations and system-to-system integrations. This funding will be utilized on an as-needed basis only to cover configuration for existing and new features that become available through future software upgrades; any future customizations; additional training sessions; or expanded implementation efforts, including but not limited to moving Cityworks to the cloud and integrations between Cityworks and other new software systems used for infrastructure maintenance.

The City of Oakland has significantly benefited from the use of Cityworks. The use of Cityworks has advanced citywide priorities to be a **responsive, trustworthy government** and enables the Departments of Public Works and Transportation to maintain **vibrant, sustainable infrastructure**. Cityworks has enhanced staff's ability to track service requests from the public from intake to completion, track the work performed on City assets, respond to requests for information, measure performance, and provide public data via the City of Oakland's open data website.

The extension of the agreement with Azteca is necessary to ensure that the City can perform these functions, improve performance with new technology, and expand the accountability associated with tracking requests and performance beyond OPW/DOT.

Waiver of Request for Proposal/Qualifications (RFP/Q) Competitive Selection and Local Business Enterprise and Small Local Business Enterprise Requirements

City Council Resolution No. 80847 C.M.S. (September 18, 2007) originally authorized the purchase and implementation of the Cityworks software following a competitive Request for Proposal (RFP) Process.

Oakland Municipal Code (OMC) Section 2.04.042 requires a multiple-step solicitation process for contract extensions for the combined purchase of products and professional services. OMC Section 2.04.042 D. provides an exception to the multiple-step solicitation requirements of the OMC upon a finding and determination by the City Council that it is in the best interest of the City to do so.

Ordinance No. 13640 C.M.S. requires a 50-percent (50%) minimum Local Business Enterprise/Small Business Enterprise requirement for all professional services contracts valued at or over fifty thousand dollars (\$50,000) when there are at least three certified businesses listed in the industry, trade or profession that constitutes a significant category of work.

Staff recommends that City Council find and determine that it is in the best interest of the City to waive the multiple-step solicitation process requirements and the Local Business Enterprise/Small Local Business Enterprise requirements for these contract extensions and this project based on the following factors:

- Business Essential System. Cityworks is already part of the core technology system within OPW and DOT. To pivot to a different Contractor with a new system would (i) cause significant disruption to what is now a core functionality within the City and (ii) result in a substantial fiscal impact as it would necessitate a substantial human and financial capital investment for a new system implementation.
- Staff in the Business Information & Analysis Division, a shared service of OPW and OakDOT, have worked to expand Cityworks use beyond OPW and OakDOT over the last several years to OPD, OFD, Head Start, and the City Administrator's Office. Authorizing these contract extensions would enable staff to build upon these expansion efforts and expand the system usage to other departments. The other departments will have the same capabilities as OPW and the DOT, which will aid all departments in streamlining their processes and interdepartmental efforts.
- The professional services required in item 1.B. above are highly specialized to the Cityworks application, its features and products, and other software applications that can integrate with Cityworks. There are no certified Cityworks Premium Business Partners that have offices in Oakland. Furthermore, a recent availability analysis (**Attachment C**) returned no results for local business enterprises or small local business enterprises that are familiar with Cityworks sufficient to provide software customizations.

FISCAL IMPACT

The license and maintenance agreement appropriations are split between OPW and DOT. Funds are available for FY 22-23 in Grant Clearing (Overhead) Fund (7760), Org (30181) Management Information Systems Unit, PWA Overhead Clearing Project (1001288), and DOT Overhead Clearing Project (1003336) (see **Attachment D**). In future years of the contract, appropriations will be included in the Budget contingent upon funding availability.

The annual amounts, which will come from Grant Clearing (Overhead) Fund (7760), Org (30181) Management Information Systems Unit, PWA Overhead Clearing Project (1001288), and DOT Overhead Clearing Project (1003336), are:

Date	Amount
06/01/2022 – 05/31/2023	\$180,000 – remaining year of current agreement
06/01/2023 – 05/31/2024	\$184,500 – Year one of the new agreement
06/01/2024 – 05/31/2025	\$184,500 – Year two
06/01/2025 – 05/31/2026	\$184,500 – Year three
06/01/2026 – 05/31/2027	\$190,962 – Year four
06/07/2027 – 05/31/2028	\$196,690 – Year five

Optional, additional products, upgrades, licenses, and support services (items 1A 1B in the title of this report) will come from a combination of existing encumbrances and future funding on an as-needed basis as follows:

1.A. Additional Software Products, Upgrades, Licenses And Support Services From Azteca, In An Amount Not To Exceed Three Hundred Thousand Dollars (\$300,000) For The Term Of The Azteca Contract (From June 1, 2022, Through May 31, 2028);

Item	Services	Funding
1. A.	Azteca Support Services (Existing Encumbrance)	Fund 3100 – Sewer Service, Org 30244 - Sanitary Sewer Design, Expenditure Account 54919 – Services: Misc, Project 1000010 – DP300 Administrative Project

1.B. Additional License, Maintenance, Hosting, Purchase, And/Or Professional Services Agreement(s) With Azteca, Or Their Authorized Business Partner(s) In An Amount Not To Exceed Five Hundred Thousand Dollars (\$500,000) For The Term Of The Azteca Contract (From June 1, 2022, Through May 31, 2028) For Services Or Products That Enhance Cityworks Through Additional Functionality Or Customizations will come from existing encumbrances.

Item	Services	Fund
1. B.	Cityworks Premium Business Partners (Existing Encumbrances totaling \$300,000)	Fund 7760 – Grant Clearing Overhead, Org 30181 – Management Information Systems Unit, Expenditure Account 54919 – Services: Misc, Project 1001288 – OPW Overhead Clearing Project
	Future Encumbrance for Cityworks Premium Business Partners totaling \$200,000 on an as-needed basis	Fund, 3100 – Sewer Service, Org 30244 - Sanitary Sewer Design, Expenditure Account 54919 – Services: Misc, Project 1000010 – DP300 Administrative Project

COORDINATION

This report was prepared in coordination with the Information Technology Department, Public Works Department, Oakland Department of Transportation, Budget Bureau, and the City Attorney’s Office.

SUSTAINABLE OPPORTUNITIES

Economic: This project indirectly benefits the local economy by improving efficiencies through expanded accountability and system performance measurement beyond OPW and DOT. The annual maintenance and support agreement allows for continued use of software that tracks the production of City staff. Losing access to technical support, bug fixes, and version upgrades would be more expensive. Managing the public's physical infrastructure assets without this software would be counter to best practices.

Environmental: There are no identifiable environmental opportunities associated with this report.

Race & Equity: Approval of this resolution will allow OPW, DOT, and other City departments to continue the analysis of City infrastructure services by geography and provide necessary data for informed decision-making.

ACTION REQUESTED OF THE CITY COUNCIL

Staff Recommends That the City Council Adopt A Resolution:

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- 2. Waiving The Competitive Proposal Solicitation And Local Business Enterprise/Small Local Business Enterprise Requirements For The Above-Listed Agreements.**

For questions regarding this report, please contact Will Crowder, Technology Program Manager, at 510-986-2629.

Respectfully submitted,



G. Harold Duffey
Director, Public Works Department

Reviewed by:
Tom Morgan, Agency Administrative Manager,
Public Works

Ariel Espiritu, Assistant Director, Department of
Transportation

City Council
March 15, 2022

Kevin Fong, Interim Chief Information Officer,
Department of Information Technology

Prepared by:
Will Crowder, Technology Program Manager
Business Information & Analysis Division
Oakland Public Works

Attachments (3):

Attachment A - Azteca Maintenance & License Agreement 2018-2022

Attachment B - Azteca Maintenance & License Quote 2023-2028

Attachment C – Availability Analysis Cityworks

Attachment D - Business Information & Analysis Division Budget FY22-23