

RESOLUTION NO. 2024-135

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MARIN APPROVING PURCHASE OF A CITIZEN RELATIONSHIP MANAGEMENT (CRM) SOFTWARE FROM CIVICPLUS; APPROVING THE PURCHASE OF AN ASSET MANAGEMENT/MAINTENANCE WORK ORDER SOFTWARE SYSTEM FROM CITYWORKS, WITH IMPLEMENTATION SERVICES THROUGH CENTRICITY; WAIVE THE CITY'S FORMAL BID PROCESS, WITHOUT COMPETITIVE BIDDING, FINDING THAT COMPETITIVE BIDDING WOULD BE UNAVAILING, WOULD NOT PRODUCE AN ADVANTAGE AND WOULD NOT BE IN THE PUBLIC INTEREST; AUTHORIZE THE FINANCE DIRECTOR TO MAKE NECESSARY ACCOUNTING AND BUDGETARY ENTRIES; AND AUTHORIZE THE CITY MANAGER TO NEGOTIATE AND EXECUTE THE AGREEMENTS SUBJECT TO REVIEW AND APPROVAL BY THE CITY ATTORNEY

WHEREAS, the Public Works Department does not have an asset management/maintenance work order system that allows for the implementation and monitoring of maintenance plans; or an automated system to track and assign work orders, and a database to track repair history on specific assets and sites, and;

WHEREAS, the City does not have a Citizen Relationship Management (CRM) software system that allows for residents and visitors to conveniently report maintenance or other concerns, and receive status updates regarding their requests, and;

WHEREAS, Cityworks provides the necessary technology, reporting, and records management functionality to manage the City's maintenance and asset management needs; SeeClickFix provides a method for residents and visitors to initiate non-emergency service requests and receive status updates; and the two cloud-based software systems, Cityworks and SeeClickFix, integrate to provide a seamless solution, and;

WHEREAS, the addition of the Cityworks and SeeClickFix software packages reflect the City Council goals and increases responsiveness to the community by City staff and provides for stronger asset management, and;

WHEREAS, Municipal Code section 3.16.040 provides an exception to the requirement for competitive bidding when the City Council finds by resolution that competitive bidding would be unavailing, would not produce an advantage and would not be in the public interest.

WHEREAS, due to the complexity and variations in software products, the City did not develop formal specifications or advertised, as outlined in the bid process; staff, however, did request competitive proposals from industry-recognized software vendors and conducted a formal evaluation process. Based on the competitive process that was undertaken, staff is requesting that Council waive the bid process in accordance with the exceptions identified in Section 3.16.040 of the Municipal Code.

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Marina does hereby incorporate the recitals set forth herein, and:

1. Approve the purchase of SeeClickFix, a cloud-based citizen relationship management (CRM) software platform from CivicPlus, in the amount of \$22,541, with an automatic renewal in the second year for \$37,684, and an option to renew for one (1) additional year at \$39,568, for a total three-year cost not to exceed \$99,793 and;

2. Approve the purchase of an asset management/work order software system from Cityworks, with implementation services provided through Centricity in the first-year combined amount of \$58,200, with an option to renew for two (2) additional years of software licensing costs at an average of \$22,800, for a total three-year cost not to exceed \$103,800.
3. Approves waiving the City's formal bid process; finding that competitive bidding would be unavailing, would not produce an advantage and would not be in the public interest, and;
4. Authorizes Finance Director to make necessary accounting and budgetary entries, and;
5. Authorize City Manager to negotiate and execute the purchase agreement on behalf of City subject to final review by the City Attorney.

PASSED AND ADOPTED by the City Council of the City of Marina at a regular meeting duly held on the 3rd of December 2024 by the following vote:

AYES, COUNCIL MEMBERS: McAdams, McCarthy, Biala, Visscher, Delgado

NOES, COUNCIL MEMBERS: None

ABSENT, COUNCIL MEMBERS: None

ABSTAIN, COUNCIL MEMBERS: None

Bruce C. Delgado, Mayor

ATTEST:

Anita Sharp, Deputy City Clerk

A low-angle, upward-looking photograph of several modern skyscrapers with glass facades, creating a sense of height and urban density. The image is in grayscale and serves as a background for the central text.

PROPOSAL

Cityworks AMS Implementation Services

Prepared for:
City of Marina
November 8, 2024

CONTACT:

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Centricity GIS
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Cedar Hills, UT 84062

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About Centricity GIS

Introduction

Centricity GIS, LLC is a GIS Consulting company offering implementation, data, and application development services. Our founder, Brandon Wright, has 20 years of experience in GIS, Asset Management, and systems integration. All of our technical staff have at least 7 years of expertise in their discipline.

In addition to providing services for specific projects, we are also able to augment an agency's staff by providing resources such as programmers, analysts, and technicians on site.

Centricity GIS is a Cityworks Business Partner specializing in CMMS and GIS services for public agencies such as Cities, Counties, and Water Agencies. As a partner, we specialize in the implementation of Cityworks and ESRI technologies. From out of the box using Esri's ArcGIS for Local Government solutions to custom PLL implementations, we can help agencies realize their return on investment as quickly as possible.

We are located in Cedar Hills, Utah, about 30 minutes from Cityworks headquarters.



Experience.

Centricity GIS is a full-service, multidisciplinary asset management and permitting system consulting firm. We provide consulting services to municipal governments and private and public utilities.

Our project team will use tried and true implementation strategies that focus on your business processes and workflows, system requirements and training.

Centricity GIS has performed over 50 unique Cityworks implementations over nearly 20 years in the Asset Management and Permitting Industry. The flexibility and power of the Cityworks platform correlates with our extensive knowledge in system design and implementation.

Our business process knowledge in permitting allows us to be efficient and effective during all of the phases of implementation.

Centricity GIS has in house developers that focus on core Cityworks integrations and development tools. We have a history of integrating with Cityworks for many types of systems including:

- Customer Account Information
- Financial Systems
- Utility Billing
- SCADA
- AVL
- Citizen Reporting

Cover Pages/Executive Summary

November 8, 2024

Subject: Cityworks AMS Implementation Services

City of Marina:

This proposal is for providing implementation services for the Cityworks AMS solution for City of Marina. The Cityworks solution is wholly unique because it is the only system that completely leverages your GIS data throughout your work process. This includes consuming member partners GIS Services without replicating the GIS data. In other words, we will use your map data as the system of record, rather than try to sync your GIS records with your asset management database. This GIS and AMS data continuity problem (connecting to multiple instances of members ArcGIS Online systems) will be eliminated entirely with the Cityworks platform

Using your GIS as the asset system of record unlocks all of the Esri platform functionality, including analytics, mobile apps, website publishing, and keeps your GIS records clean and up to date for interdepartmental use across the enterprise as well as for your customers if the City chooses to do so.

Centricity GIS and Cityworks understands the goals of the City as shown below with a brief description of how we will achieve your goals.

This proposal includes the following services:

- AMS (Asset Management) Implementation for the City of Marina

We are very excited about this opportunity. Please let me know if you have any questions or concerns regarding this proposal.

Sincerely,



Brandon Wright
Founder | President

Cityworks AMS Implementation

A. Introduction

This scope of work identifies the tasks required for the successful implementation of Cityworks AMS system. Centricity GIS understands that the following requirements have been identified by the City, and will be included in implementation:

- Workflow Review Meetings (Onsite)
- Initial Cityworks AMS Database Configuration for **Parks, Streets/Sidewalks, Storm drain, Detention Facilities, Signs.**
 - Service Requests, Work Orders, Inspections Setup
 - Employees, Materials & Equipment
 - GIS Support
- Review of Configured Database (Remote)
- Admin User Training (Onsite)
- End User Training (Onsite)
- Rollout Support (Onsite)
- Ad-Hoc Support

The following tasks are included in this scope of work:

Task 1: Workflow Review Meeting (Remote - 1 Day)

Meet with City staff to review workflows that will be created and configured in the Cityworks AMS Application

Tasks:

1. Meet with City staff to review and understand the City workflows for Cityworks AMS for:
Parks, Streets/Sidewalks, Storm drain, Detention Facilities, Signs
2. Get documentation from City that will provide the basis for the AMS configuration.
 - a. Print Documents
 - b. Reports
 - c. Diagrams, Etc.

Deliverable Milestones:

- a. Meeting Notes

Task 2: Initial Cityworks Database Configuration

Configuration of Cityworks system and database.

Tasks:

1. Cityworks Database Configuration for:
 - a. Parks
 - b. Streets/Sidewalks
 - c. Storm Drain
 - d. Detention Facilities
 - e. Signs
2. Workflows
 - a. Service Requests
 - b. Work Orders
 - c. Inspections
 - d. Employees, Material, Equipment
 - e. Tasks
3. Reports
4. GIS Integration
5. Field Module Setup

Deliverable Milestones:

- a. Configured Database

Task 3: Review of configured database (Remote)

Meet with City staff to review workflows and Cityworks setup that has been configured.

Tasks:

1. Database Review
2. Workflow changes and configuration changes as needed

Deliverable Milestones:

- a. Meeting Notes
- b. Configuration changes

Task 4: Admin Training (Onsite – 1 Days)

Centricity GIS will provide onsite training for the primary, or "Administrator" users of Cityworks. The City will provide the training facility and computers necessary for staff use.

Following the training of Administrator users, Centricity GIS will conduct a "Train-the-Trainer" style session with key department staff. The purpose of this training is to provide knowledge and steps necessary to train all other field personnel who will use the system.

Training will occur over 1 day

Deliverable Milestones:

- a. Admin and User Training completed
- b. Copy of training material used in training session delivered in digital format (PDF)
- c. Go-live

Task 5: End User Training (onsite – 2 Days)

Centricity GIS will provide onsite training for the primary, or "Administrator" users of Cityworks. The City will provide the training facility and computers necessary for staff use.

Following the training of end users, Centricity GIS will conduct a "Train-the-Trainer" style session with key department staff. The purpose of this training is to provide knowledge and steps necessary to train all other field personnel who will use the system.

Training will occur over 2 days

Deliverable Milestones:

- a. Admin and User Training completed
- b. Copy of training material used in training session delivered in digital format (PDF)
- c. Go-live

Task 6: Rollout Support (onsite – 1 Day)

After the configuration, installation and training phases have concluded, we will provide Onsite rollout support.

1. Determine with department manager/champion what data/inboxes need to be displayed.
2. Build Dashboards – Build end user and management inboxes/dashboards
3. Cityworks Reconfiguration that needs completed based on Work Flow Meetings and Admin training.
4. Configuration of Mobile Apps.

Will occur over 1 days

Deliverable Milestones:

- a. Onsite Rollout Support

Task 7: Ad-Hoc Support

After the configuration, installation and training phases have concluded, we will provide troubleshooting and support services. Used as needed up to 40 hours.

1. Determine with department manager/champion what data/inboxes need to be displayed.
2. Build Additional Inboxes/Dashboards – Build end user and management inboxes
3. Cityworks Reconfiguration that needs completed based on Work Flow Meetings and Admin training.
4. Additional configuration of Mobile Apps (if applicable licenses from Cityworks apply)

Deliverable Milestones:

- a. Support as needed at negotiated rate
- b. Billed Time and Material as used

Firm Description & Project Organization

Centricity GIS, LLC is a multi-service organization providing specialized services in Field Asset Surveying, Geographic Information Systems (GIS) and application software services. CENTRICITY GIS provides professional services including consulting, training, staffing and technical support.

We continue to set the standard for high quality GIS Centric and Cityworks implementation projects, especially in utility industry for Water, Sewer, Storm, Gas and Electric backed by staff with a wide range of industry and technical experience having over 20 years of experience in GIS and 25 years in Cityworks implementation.

CENTRICITY GIS is a Dun & Bradstreet verified business

Partners:

- Cityworks Business Partner Network
- ESRI Silver Partner



Management

Mr. Brandon Wright, founder of Centricity GIS, LLC, graduated with a B.S. degree in Business Information Systems from the University of Colorado, USA. He has over 20 years of professional experience in Cityworks and GIS within the Asset Management industry and has successfully completed over 50 Cityworks related projects. Most of his project experience is in implementing Cityworks systems with government agencies throughout United States. His core competency is in implementing Cityworks Asset Management solutions for government agencies (Water, Wastewater, Parks & Rec, etc).

Mr. Wright manages the strategic planning, business development and company operations for CENTRICITY GIS. He also serves as client liaison officer on all the projects by overseeing scope, schedule, budget and time frame.

Specialties: Asset Management, Data Conversion, and Project Implementation.

Software Skills

GIS Software: ArcGIS Desktop, ArcGIS Online, ArcGIS Server, ArcGIS Pro

Asset Management Software: Cityworks PLL and AMS

Databases: Access, SQL Server, Oracle, Geodatabase

Reporting Tools: Crystal Reports, SQL Server Reporting Services

Qualifications and Past Performance

The following table shows the combined project experience of our team.

- Centricity GIS Reference Sites

Client	Implementation	Support	PLL	AMS	Reporting	Integrations
Moses Lake, WA	✓	✓	✓	✓	✓	✓
West Valley City, UT	✓	✓	✓	✓	✓	✓
Park City, UT	✓	✓		✓	✓	
Herriman, UT	✓	✓	✓	✓	✓	✓
Saratoga Springs, UT	✓	✓	✓	✓	✓	
Rancho Palos Verdes, CA	✓	✓		✓	✓	
Las Gallinas Valley Sanitary District, CA		✓		✓		
Redlands, CA	✓	✓	✓	✓	✓	✓
Cook County, IL	✓	✓	✓	✓	✓	
DDOT, Washington, DC	✓	✓		✓	✓	
Apex, NC	✓	✓		✓	✓	
Houston, TX	✓	✓		✓	✓	
Ruidoso, NM	✓	✓		✓	✓	

EDUCATION

Bachelor of Science
Degree, Business
Information Systems,
University of Colorado



Brandon Wright

Founder/Project Oversight

Mr. Wright has over 18 years of experience providing Asset Management and GIS services to public agencies. Mr. Wright has been responsible for directing asset management projects and addressing logistical and technical concerns. Prior to working at Centricity GIS, Mr. Wright worked Cityworks for 10 years.

Services include database development/administration and maintenance, map creation, needs assessment, implementation and integration. Integration services include integrating GIS databases (SQL Server or Oracle) with other systems such as Asset Management Systems, Customer Billing, Document Management and Work Orders. He also provides system training, and general IT consulting services.

Summary of Skills

- Expertise using ESRI's ArcGIS software products, ArcGIS Desktop 10.x, ArcGIS Server, ArcGIS Online
- Experience in administration of Cityworks AMS & PLL
- Cityworks PLL Administration Training
- Expertise in Mapping, GIS Data Modeling, Systems Integration, Needs Assessments
- Over 18 years of Project Management experience
- Database experience with SQL Server, Oracle, and Microsoft Access

Representative Projects

- Moses Lake, Washington, Cityworks and PLL Implementation
- Rancho Palos Verdes, Cityworks Implementation
- Vista Irrigation District, Cityworks Implementation
- San Mateo, Cityworks Implementation
- Cook County, IL, Cityworks and PLL Implementation
- Saratoga Spring, UT, Cityworks and PLL Implementation
- Houston, TX, Cityworks Implementation/Expansion
- DDOT (Washington, D.C.), Cityworks Implementation/Expansion
- Columbia, SC, Cityworks Implementation/Expansion
- Lafayette, LA, Cityworks Implementation
- El Paso, TX, Cityworks Implementation/Expansion
- Apex, NC, Cityworks Implementation

Fee/Cost Proposal

Cityworks AMS Implementation Costs

Task	Description	Total Cost
1	Workflow Review Meetings (Remote)	\$ 1,000
	Workflow Meetings Meeting Notes	
2	Initial Cityworks Database Configuration	\$ 25,000
	All groups as outlines in details section	
3	Database Review (Remote)	\$ 1,000
	Meeting Notes and Action Items	
4	Admin User Training (1 Day Onsite)	\$ 3,000
	Onsite Administrator Training for City Admins	
5	End User Training (2 Days Onsite)	\$ 6,000
	Onsite End User Training for City Users	
6	Rollout Support (1 Days Onsite)	\$ 3,000
	Onsite Support for End Users when system goes live	
7	Ad-Hoc Support (up to 40 hours)	\$ Included
	Continued Support of Cityworks Application, Reports, etc.	
	<u>Training and Onsite Visits (Core Implementation)</u>	<u>\$ 39,000</u>

Total Software Costs

Software Costs	Year 1	Year 2	Year 3 (and Beyond)
Cityworks Elite License	\$ 19,200	\$ 21,600	\$ 24,000
<u>Total Yearly</u>	\$ 19,200	\$ 21,600	\$ 24,000

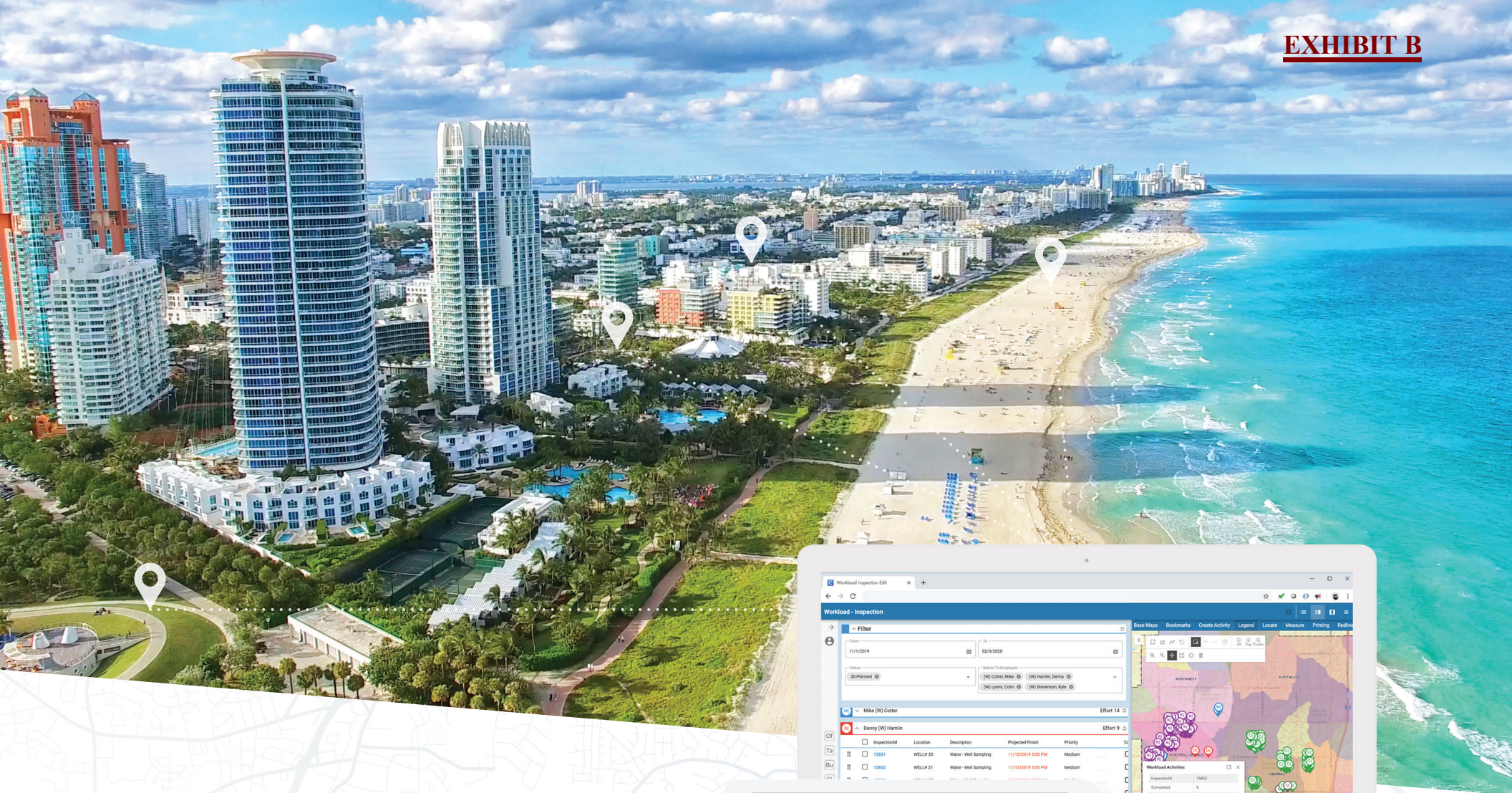
Total Year One Costs

Software Costs	Year 1
Cityworks Elite License	\$ 19,200
Centricity Implementation Cost	\$ 39,000
<u>Total Yearly</u>	\$ 58,200

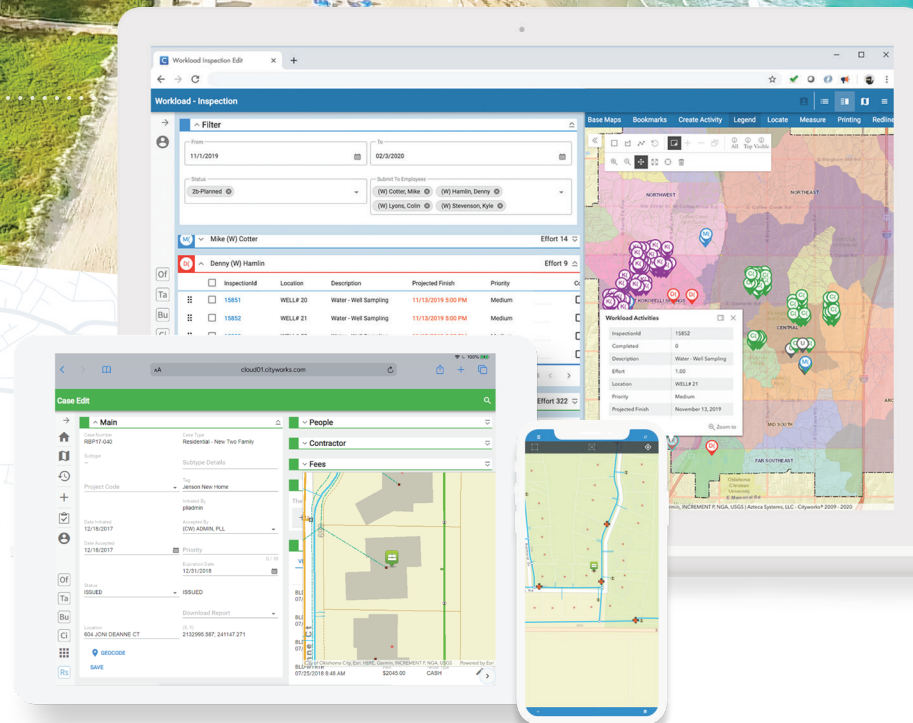
Tentative/Potential Cityworks Implementation Schedule

Task Description	Assigned To	Status	Est. Start	Est. End
1. Workflow Review Meetings	Centricity/City of Marina	Pending	12/15/24	12/17/24
2. Initial Cityworks Database Configuration	Centricity	Pending	12/17/24	3/15/25
3. Database Review	Centricity/City of Marina	Pending	3/25/25	4/1/25
4. Conduct Admin Training	Centricity	Pending	4/15/25	4/16/25
5. Conduct End User Training	Centricity	Pending	4/21/25	4/23/25
6. Cityworks Roll Out Support	Centricity	Pending	4/24/25	4/25/25
7. Ad-Hoc Support	Centricity	Pending	4/28/25	Ongoing
8. Centricity Locates (DigAlert) Configuration	Centricity	Pending	3/15/25	4/1/25

*This schedule is preliminary and subject to change, and shall not be construed as a binding commitment or obligation on our part.



GIS-centric public asset management and community development solutions.



CITYWORKS

PROVIDING CRITICAL INSIGHTS
TO KEEP YOUR COMMUNITY
MOVING FORWARD

GEOGRAPHIC INFORMATION SYSTEMS (GIS) changed the way we understand the world around us. Intuitive modeling tools provide public agencies the ability to view, manage, and manipulate the assets they care for: infrastructure, facilities, property, and permits. Recognizing the powerful capabilities of GIS and the inherent value of the Esri® ArcGIS® geodatabase as the authoritative system of record for local government assets, Cityworks® introduced a new and innovative approach to asset management and community development.

The Cityworks web GIS-centric platform combines ArcGIS solutions with powerful work management, field mobility, operational performance, and data analytics tools. Our solutions empower GIS intelligence to help you build a more resilient, sustainable, and safe community.

THE GIS-CENTRIC PLATFORM

- 📍 **Leverages your investment in GIS** without redundancy, data synchronization, or special integration.
- 📍 Uses the ArcGIS geodatabase as the authoritative system of record for **all asset classes**—linear, dispersed, and condensed.
- 📍 Supports your **entire organization workflow**: from data collection and work management to public engagement and strategic planning.
- 📍 Uses ArcGIS tools for simple and **effective location intelligence**, supported by web maps and single sign-on access to Esri apps and analytics solutions.

WHY CHOOSE CITYWORKS?



GIS-Centric

Built exclusively on Esri® ArcGIS®, Cityworks uses your geodatabase as the authoritative data source for all asset, land, and permit information—providing a total solution to improve your agency's operational effectiveness.



Open Architecture

Cityworks is built on open standards, giving you complete access to your data in an open architecture that easily integrates with existing business systems.



Flexible

Easily create templates to manage common asset management activities. Or, think outside the box and modify them for virtually any business process where workflow, tracking, and GIS are needed.



Mobile

Empower your field crew to interact directly with GIS assets by collecting information, reporting observations, uploading pictures, completing outstanding tasks, and using visual map tools to streamline workflows.



Public Engagement

Cityworks data and ArcGIS tools empower your customers to provide input, remain informed, and monitor progress online.



Location Intelligence

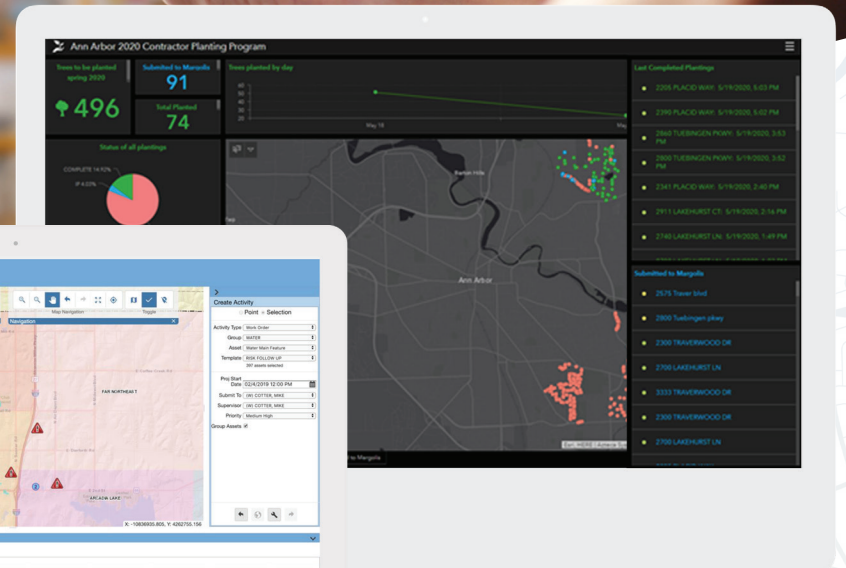
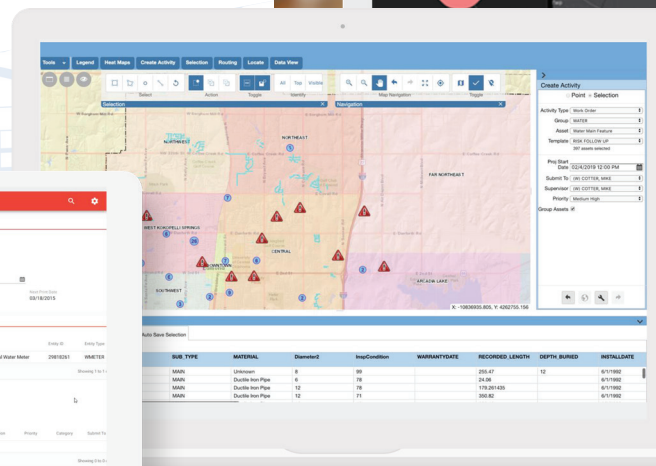
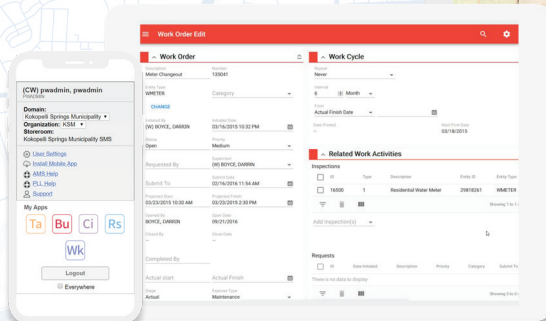
GIS maps offer a superior platform for interpreting data and supporting location intelligence. Cityworks and ArcGIS help local governments and utilities do more with less when managing capital infrastructure and regulations.



A SOLUTION FOR EVERY ASSET

No matter how complicated your process or infrastructure, we have a solution to meet your needs.

- Airports
- Buildings
- Electric & Gas
- Facilities
- Fleet
- Inspections
- Licensing
- Parks & Recreation
- Permits
- Public Works
- Reporting
- Streets
- Stormwater
- Transportation
- Urban Forestry
- Water
- Wastewater
- Vegetation Management
- And More



CITYWORKS PRODUCTS

Our platform includes two core GIS-centric solutions:

- **Cityworks AMS**, our asset management system
- **Cityworks PLL**, for permits, licensing, and land

These solutions support critical business workflows at every level of your organization and across multiple departments. Choose one platform to support your workflows, or use them together to track infrastructure from new developments to care and maintenance.

Deployment Options

Cityworks can be set up on-premises or as a managed deployment of software as a service (SaaS) with Cityworks Online hosted in a cloud environment. Benefits of Cityworks Online include:

- Secure access from any location
- Easy to adapt and scale
- Increased cross-department collaboration
- Reduced IT overhead and administrative burden

Data Storage Plus

This optional service provides all the benefits of Cityworks Online with the additional functionality of a sandbox environment and a replica reporting database. The sandbox environment provides a secure location where administrators can test custom configurations and become familiar with updates before they are pushed to production. The replica reporting database provides real-time, read-only access to the production data for reporting tools such as ArcGIS Insights, Crystal Reports, SQL Reporting Service, Microsoft Power BI, and more.

CITYWORKS ADD-ONS

Cityworks AMS and PLL can each be configured in Admin and expanded with optional software applications. These specialized software apps support unique end user experiences that can be customized to your needs with Cityworks Style.

- **Respond**
- **Mobile App (for iOS/Android)**
- **Operational Insights**
- **OpX**
- **Pavement Management**
- **Performance Budgeting**
- **Public Access**
- **Storeroom**
- **Workload**
- **Analytics**
- **APIs**
- **IoT Solutions**



CITYWORKS AMS

MANAGE YOUR WORK. ANYWHERE. ANYTIME.

For more than 20 years, Cityworks has been the leading GIS-centric solution for public asset management. Cityworks AMS is designed to help organizations manage public assets and their associated data, work activities, and business processes. We are committed to helping cities and utilities build resilient, safe, and sustainable communities.

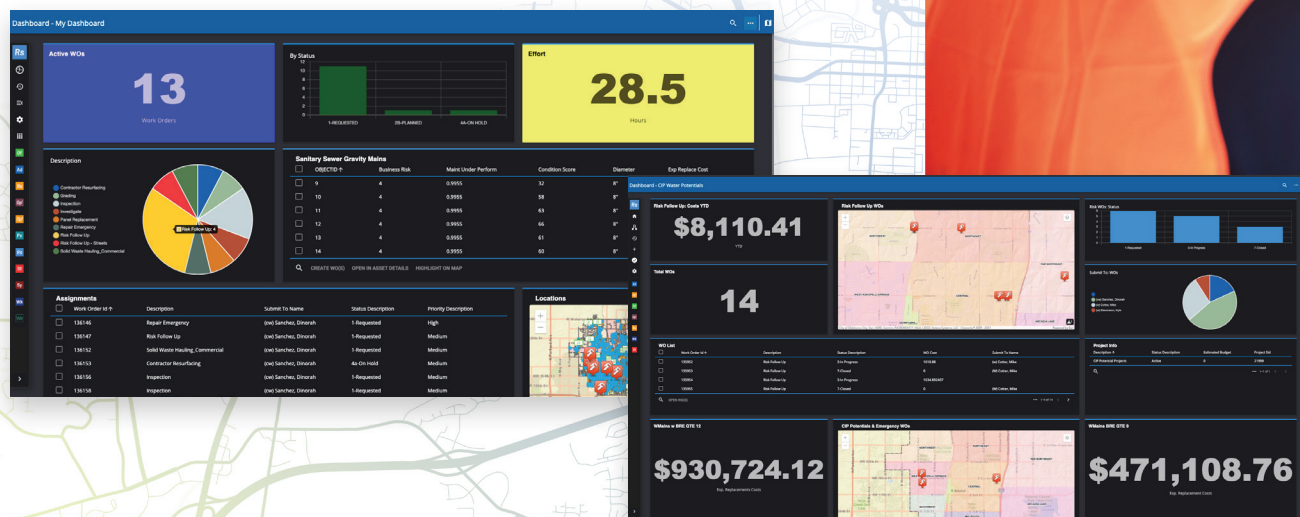
Give staff the power of GIS and automation. Cityworks AMS is built exclusively on ArcGIS, giving both office staff and field crews access to real-time data and simplified workflows.

Streamline operations. Configure templates and inboxes to help manage work, track costs, and improve operations. Complete work anywhere and on any device.

Improve collaboration. Share asset data and streamline communication among employees, across departments, and with your customers.

Identify and evaluate risk. Cityworks and ArcGIS can help you identify your riskiest assets and put the right plan in place to improve them.

Make insightful decisions. Use dashboards, analytics, and maps to visualize data, understand resources, and report more accurately.



CITYWORKS PLL

GOODBYE, PAPERWORK. HELLO, EFFICIENCY.

Designed to simplify applications for customers and streamline workflows for staff, Cityworks PLL helps local governments and utilities deliver better service to their communities.

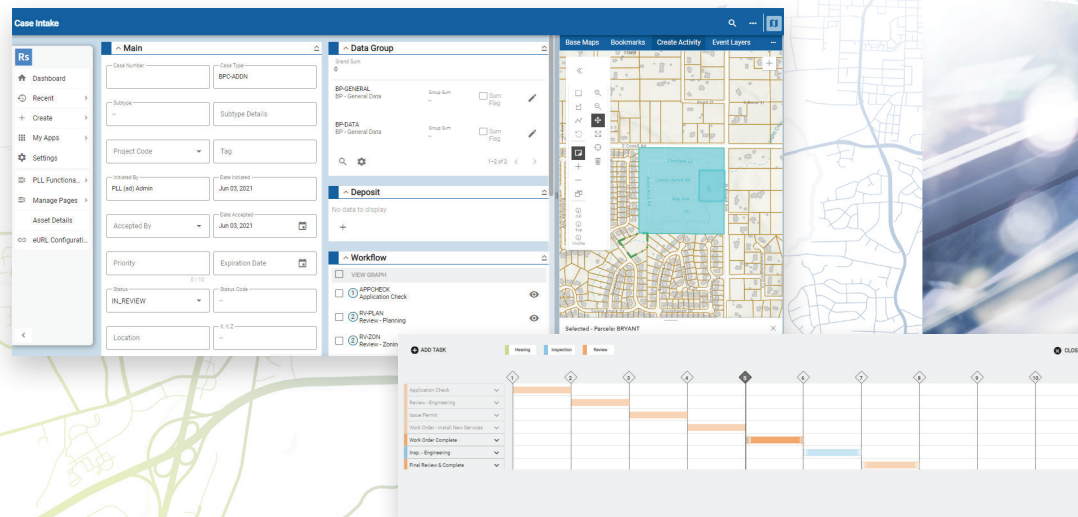
Give staff the power of GIS and automation. Spatial data is better data. Use GIS to automate application data collection, improve staff collaboration, and visualize data.

Help customers faster. Let residents, contractors, and businesses submit, pay, and track applications online at their convenience with an easy-to-use public portal.

Boost productivity. Configure templates, inboxes, and dashboards to help predict daily tasks and simplify processes. Complete work anywhere and on any device.

Make insightful decisions. Use dashboards, analytics, and maps to visualize data, understand resources, and report more accurately.

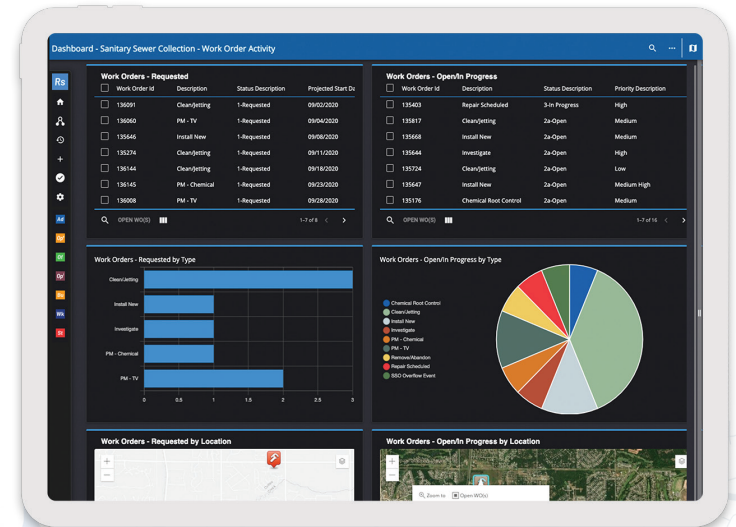
Improve collaboration. Cityworks PLL connects seamlessly with the Cityworks Asset Management System, allowing organizations to track the full lifecycle of public assets and achieve greater collaboration across departments.



RESPOND

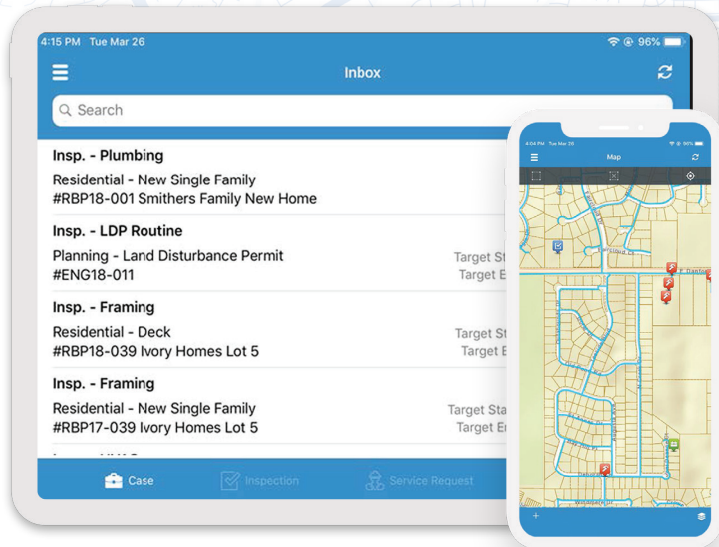
Cityworks Respond delivers a persistent map experience and powerful dashboards with a modern look and feel—whether you're on a computer or tablet. You have the power to manage assets and create work orders, as well as capture digital signatures for inspections and permitting tasks, right in the palm of your hand.

Rs



MOBILE APPS FOR IOS AND ANDROID

The Cityworks mobile app caches data locally on the device. This allows field crews to conduct inspections, investigate service requests, perform maintenance, and complete case tasks even out of network range. The apps integrate seamlessly with Esri apps, expanding your out-of-the-box functionality. For example, field users can easily access ArcGIS Field Maps from the Cityworks mobile app to capture or edit an asset in the GIS.

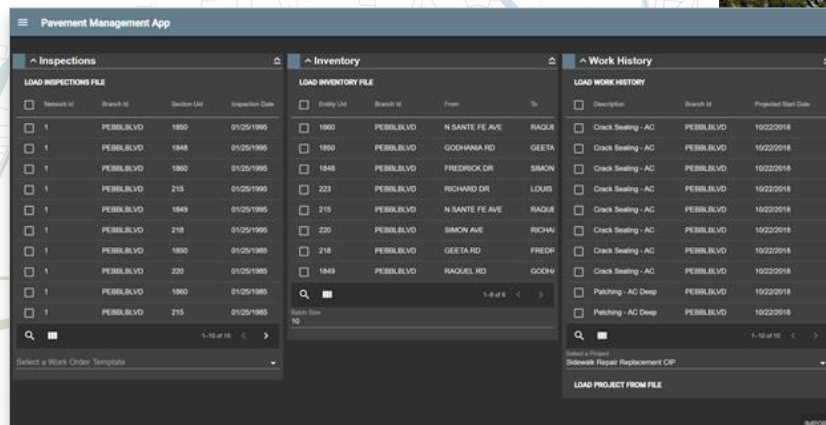


PAVEMENT MANAGEMENT

Whether you're patching potholes or rebuilding roads, maintaining pavement infrastructure is both costly and time consuming. Pavement Management helps you get ahead of the curve by integrating your pavement analysis tool and your work management system.

Pavement Management provides an easy-to-use communication link between Cityworks and pavement analysis tools like PAVER. By managing your pavement infrastructure in the geodatabase, Pavement Management allows you to track materials, costs, work history, and pavement analysis data in one central location.

Pv



The screenshot displays the Pavement Management App interface, which is divided into three main sections: Inspections, Inventory, and Work History. Each section contains a table of data.

LOAD INSPECTIONS FILE			
Network ID	Branch ID	Section List	Inspection Date
1	PERBULVD	1850	01/25/1995
1	PERBULVD	1848	01/25/1995
1	PERBULVD	1860	01/25/1995
1	PERBULVD	215	01/25/1995
1	PERBULVD	1849	01/25/1995
1	PERBULVD	218	01/25/1995
1	PERBULVD	1850	01/25/1995
1	PERBULVD	220	01/25/1995
1	PERBULVD	1860	01/25/1995
1	PERBULVD	215	01/25/1995

LOAD INVENTORY FILE			
Entity List	Branch ID	From	To
1860	PERBULVD	N SANTI FE AVE	RAGUE
1860	PERBULVD	GOUGHANA RD	GEETA
1848	PERBULVD	FREDRICK DR	SIMON
223	PERBULVD	RICHARD DR	LOUIS
215	PERBULVD	N SANTI FE AVE	RAGUE
220	PERBULVD	SIMON AVE	RICHAN
218	PERBULVD	GEETA RD	FREDP
1849	PERBULVD	RAGUEL RD	GOCHV

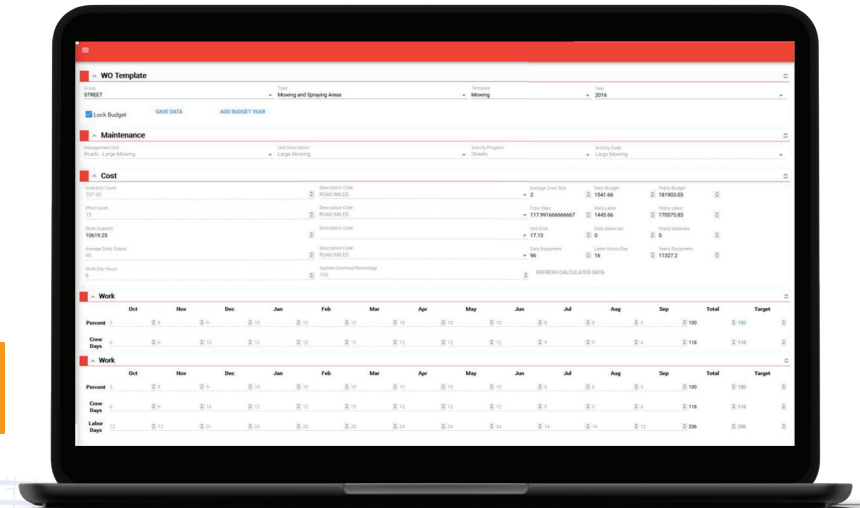
LOAD WORK HISTORY		
Description	Branch ID	Projected Start Date
Crack Sealing - AC	PERBULVD	10/22/2018
Crack Sealing - AC	PERBULVD	10/22/2018
Crack Sealing - AC	PERBULVD	10/22/2018
Crack Sealing - AC	PERBULVD	10/22/2018
Crack Sealing - AC	PERBULVD	10/22/2018
Crack Sealing - AC	PERBULVD	10/22/2018
Crack Sealing - AC	PERBULVD	10/22/2018
Crack Sealing - AC	PERBULVD	10/22/2018
Patching - AC Deep	PERBULVD	10/22/2018
Patching - AC Deep	PERBULVD	10/22/2018



PERFORMANCE BUDGETING

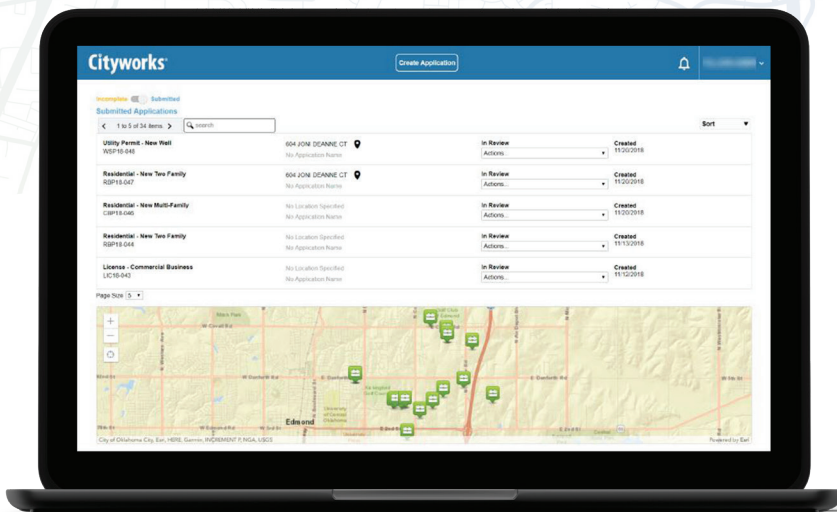
When you track work progress against desired or anticipated levels, you can better promote crew accountability and efficiency, improve data quality and material tracking, and provide administrators with reliable indicators for infrastructure management.

Performance Budgeting supports activity-based budgeting reconciliation, year-to-date tracking, and annual and daily budget projections. Budget projections are based on work order templates, maintenance factors, cost factors, plus actual and projected work. Performance Budgeting can help to accurately predict future budgets and determine cost projection, productivity, optimal crew size, and more.



PUBLIC ACCESS

Public Access is the citizen portal to Cityworks PLL. It allows residents and contractors to apply for and track the progress of permits and licenses, start the application process, or finish an incomplete application. Once the permit or license has been created, the user can request inspections, check the status of the application, and pay permit fees online.



STOREROOM

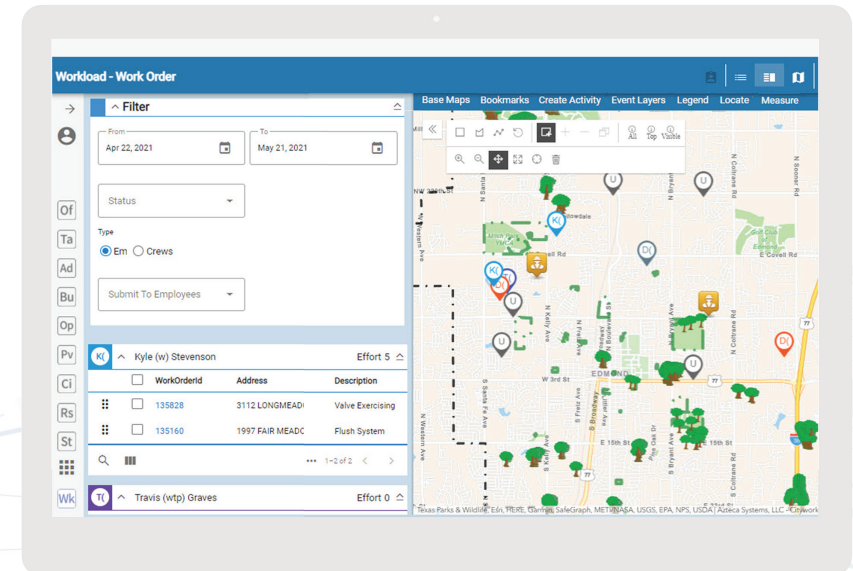
Our warehouse management application is designed to track materials and transactions in a secure environment. As part of a holistic public asset management platform, Storeroom can help organizations reduce material costs, improve inventory levels, and better inform budgetary needs. Storeroom supports barcode scanning and other methods of automated warehouse data collection. Storeroom is also fully integrated with Cityworks Analytics to enable more detailed, visual reports.



St

WORKLOAD

For supervisors who manage field crews and inspectors, juggling employee schedules can be a daunting task. Workload gives supervisors a simple yet powerful interface for reviewing, assigning, and modifying work activities. The application includes a dynamic map interface and allows managers to interact with PLL cases as well as AMS work orders and inspections.

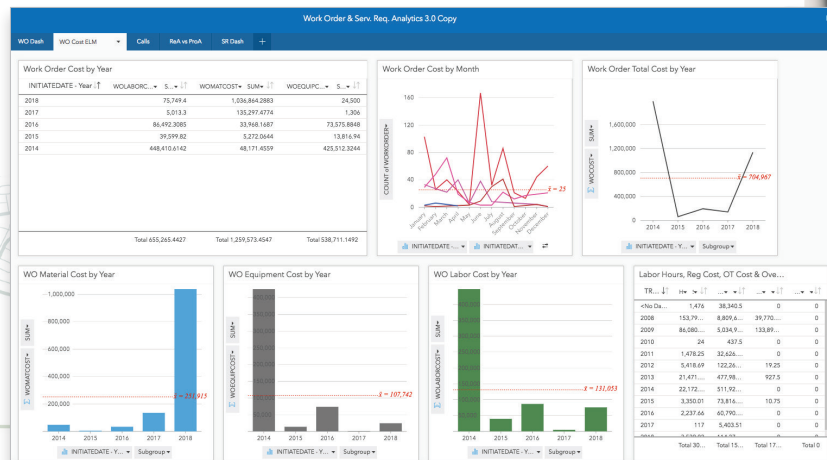


Wk

ANALYTICS

Cityworks Analytics enables organizations to quickly create detailed reports using the information in their database. Analytics is integrated with ArcGIS Insights, Esri's data analytics software made for advanced location intelligence.

Using Cityworks Analytics with ArcGIS Insights allows users to visualize asset data in maps, charts, graphs, and tables. Together, these tools provide valuable information about the operational performance of your organization.



OPERATIONAL INSIGHTS

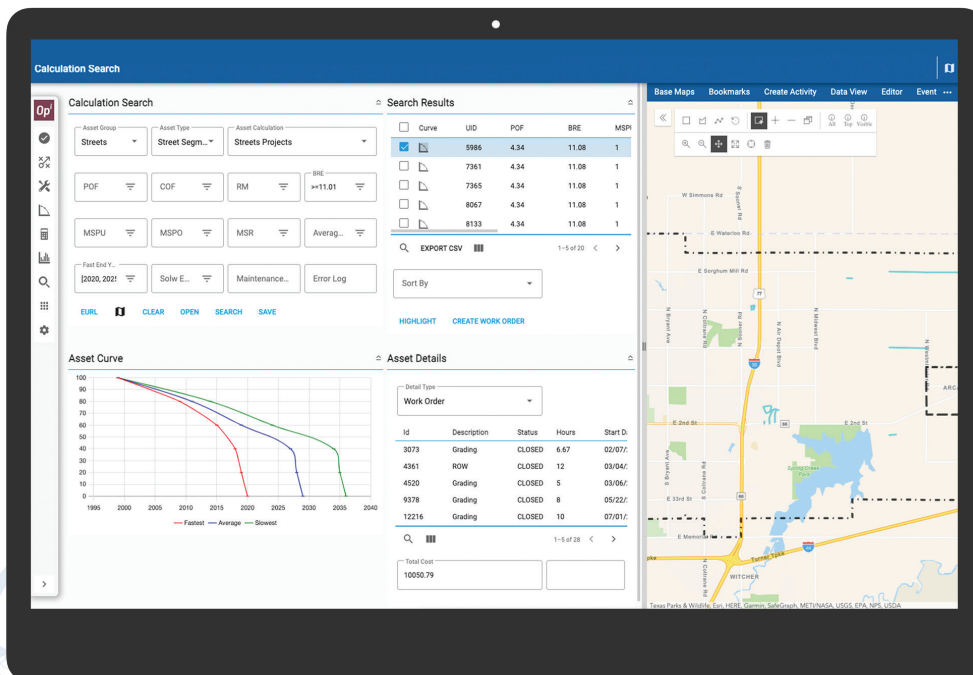
Operational Insights helps organizations identify and assess high-risk assets and establish maintenance strategies to increase their lifespan. This app delves into asset management through the framework of defining risk and tracking maintenance procedures. These risk and maintenance scores are calculated using Esri's ArcGIS, maintenance data, and expected useful life defined by the user.

Potential assets of concern can be identified on the dashboard or map, and work orders can be created using map tools. Operational Insights integrates with ArcGIS Insights, allowing for seamless creation of compiled analysis and data visualizations.

ASSET MANAGEMENT OUTPUTS

Operational Insights generates the following score outputs:

- **Probability of Failure (POF)**
- **Consequence of Failure (COF)**
- **Business Risk Exposure (BRE)**
- **Under Maintained Proactive Maintenance Score (MSPU)**
- **Over Maintained Proactive Maintenance Score (MSPO)**
- **Overall Reactive Maintenance Score (MSR)**
- **Asset Curve's Average End Year**
- **Asset Curve's Fast End Year**
- **Asset Curve's Slow End Year**



Opⁱ



Organizing infrastructure asset data and reporting on large municipal and utility projects can sometimes feel impossible. OpX offers a streamlined experience for managing infrastructure projects and emergency response activities within Cityworks. By configuring projects to consume data from your asset management and

permitting systems, you can monitor the full project lifecycle across multiple departments. OpX provides a single place to review related work activities and assets, quickly access contracts, compare actual costs to estimated costs, and track permit revenue against estimated revenue.

The OpX software interface is displayed over a map background. It features a sidebar with navigation options like 'Project Summary', 'Project Details', 'Assets', 'Work Activities', and 'Related Contracts'. The main panel is divided into sections: 'Details' (Project Name: Panel Replacement, Status: Active Project), 'Assets' (Table with columns: ID, OBJECTED, LENGTH), 'Financials' (Table with columns: Cost, Estimated Cost, Actual Cost, Variance), and 'Work Activities' (Table with columns: Work Order ID, Description, Cost). A 'Comments' section at the bottom shows a comment from @streetmobile FYI this project is contained to just the intersection.

ID	OBJECTED	LENGTH
7771	441	1006.77471529
7772	892	641.53264746
7753	1488	824.55739208
7227	4768	384.99520754

Costs	Estimated Cost	Actual Cost	Variance
Equipment	\$598.00	\$0.00	\$598.00
Labor	\$6,152.00	\$0.00	\$6,152.00
Material	\$2,317.52	\$0.00	\$2,317.52
Total	\$12,068.52	\$0.00	\$12,068.52

Revenue	Estimated Revenue	Actual Revenue	Variance
Case Fees	\$125.00	\$0.00	\$125.00

Work Order ID	Description	Cost
136166	Panel Replacement	\$0.00
136170	Panel Replacement	\$0.00
136171	Panel Replacement	\$0.00
136172	Panel Replacement	\$0.00



IoT SOLUTIONS

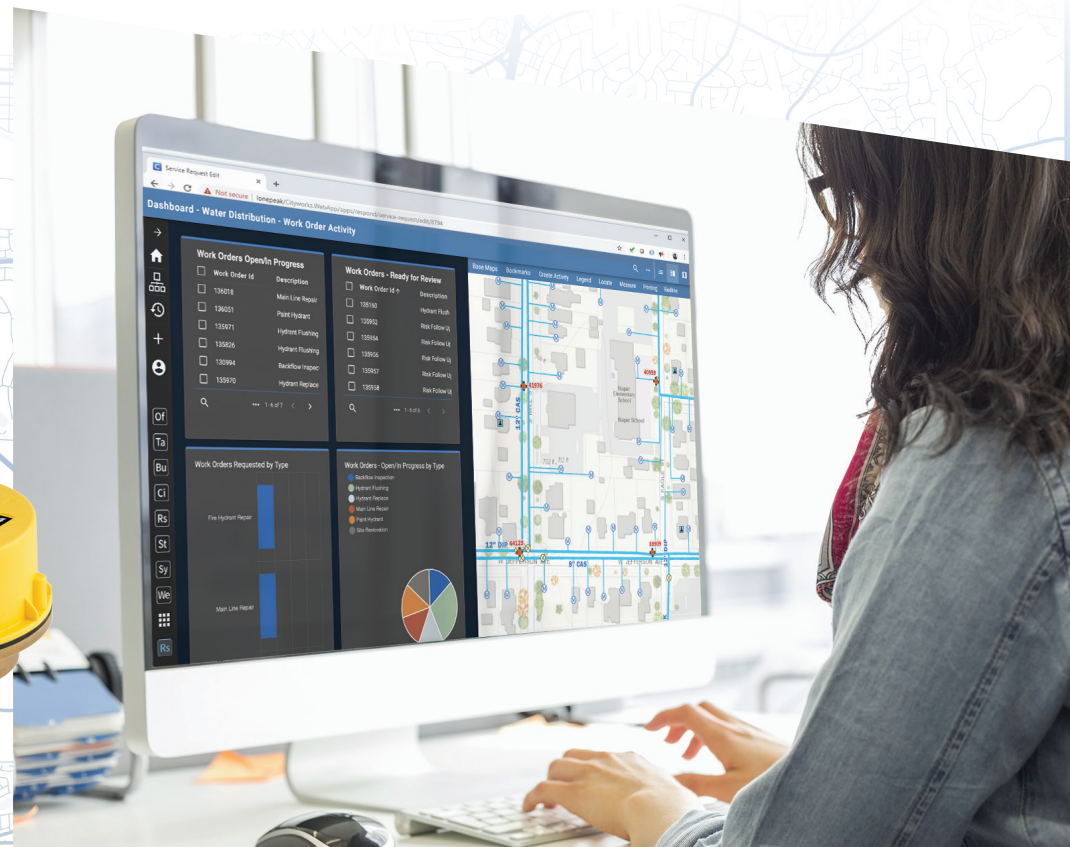
FOR INTELLIGENT ASSET MANAGEMENT

Maintaining essential services throughout your community is a full-time responsibility. But for communities across the globe, constrained resources and aging infrastructure pose steep challenges. In the United States alone, public infrastructure receives a D+ ranking.

A new IoT solution from Cityworks combines the power of ArcGIS, Trimble Unity, and the Trimble Telog family of battery-powered, wireless recorders and sensors. The solution allows utilities to

leverage sensor data, location intelligence, and analytics tools in their asset management strategies by combining the industry-leading Cityworks asset management software with Trimble's Telog® IoT recorders and the latest release of Trimble Unity Remote Monitoring software.

This innovative GIS-centric solution allows organizations to better understand their service levels, work history, emergency response, and capital planning needs.





OFFICE AND RESPOND

Browser-based user experiences optimized for the office and field.



MOBILE APPS

Mobile device user experiences optimized for either an iOS or Android device.



WEB GIS-CENTRIC PLATFORM

Cityworks and ArcGIS provide a full web GIS-centric platform for public asset management, permitting, licensing, and planning.



For more information contact us at:
info@cityworks.com • 801-523-2751 • Cityworks.com



**CivicPlus**

302 South 4th St. Suite 500
Manhattan, KS 66502
US

Quote #:**Date:****Expires On:**

Statement of Work

Q-84364-1

9/12/2024 9:10 AM

11/29/2024

Client:

City of Marina, CA

Bill To:

MARINA CITY, CALIFORNIA

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Megan Schindler		megan.schindler@civicplus.com		Net 30

Discount(s)

QTY	PRODUCT NAME	DESCRIPTION	DISCOUNT %	TOTAL
1.00	SeeClickFix Year 1 Annual Fee Discount	Year 1 Annual Fee Discount	0	USD -3,345.75
1.00	SeeClickFix Year 1 Annual Fee Discount	Year 1 Annual Fee Discount	0	USD -2,503.25
1.00	SeeClickFix Year 1 Annual Fee Discount	Year 1 Annual Fee Discount	0	USD -2,500.00
1.00	SeeClickFix Year 1 Annual Fee Discount	Year 1 Annual Fee Discount	0	USD -1,250.00
1.00	SeeClickFix Year 1 Annual Fee Discount	Year 1 Annual Fee Discount	0	USD -3,750.00

Recurring Service(s)

QTY	PRODUCT NAME	DESCRIPTION	DISCOUNT %	TOTAL
1.00	SeeClickFix Request	Unlimited gov user licenses for service request management tool to intake citizen submissions via mobile app. Assign requests internally, resolve issues and measure request performance. Includes support and virtual training services.	0	USD 13,383.03

QTY	PRODUCT NAME	DESCRIPTION	DISCOUNT %	TOTAL
1.00	SeeClickFix Conversations	Multi-channel communications tool to organize resident communications into a single inbox. Maintain a log of individual resident interactions.	50	USD 5,006.74
1.00	Marketplace App Annual	Marketplace App Annual	50	USD 5,000.00
1.00	SeeClickFix Connector for ArcGIS Workforce	SeeClickFix-hosted integration with ArcGIS Workforce, for work assignments.	0	USD 5,000.00
1.00	SeeClickFix Connector for Cityworks AMS (SR + WO)	: SeeClickFix-hosted integration with Cityworks AMS (online or on-premise), for service requests and/or work orders. Requires Cityworks version 15+, and license for Citizen Engagement API.	0	USD 7,500.00

List Price - Initial Term Total	USD 45,896.51
Total Investment - Initial Term	USD 22,540.77
Annual Recurring Services (Subject to Uplift)	USD 35,889.77

Initial Term	12 Months
Initial Term Invoice Schedule	100% Invoiced upon Signature Date

Renewal Procedure	Automatic 1 year renewal term, unless 60 days notice provided prior to renewal date
Annual Uplift	5% to be applied in year 2

This Statement of Work ("SOW") shall be subject to the terms and conditions of the CivicPlus Master Services Agreement and the applicable Solution and Services terms and conditions located at <https://www.civicplus.help/hc/en-us/p/legal-stuff> (collectively, the "Binding Terms"), By signing this SOW, Client expressly agrees to the terms and conditions of the Binding Terms throughout the term of this SOW.

Acceptance

The undersigned has read and agrees to the following Binding Terms, which are incorporated into this SOW, and have caused this SOW to be executed as of the date signed by the Customer which will be the Effective Date:

For CivicPlus Billing Information, please visit <https://www.civicplus.com/verify/>

Authorized Client Signature

CivicPlus

By (please sign):

By (please sign):

Printed Name:

Printed Name:

Title:

Title:

Date:

Date:

Organization Legal Name:

Billing Contact:

Title:

Billing Phone Number:

Billing Email:

Billing Address:

Mailing Address: (If different from above)

PO Number: (Info needed on Invoice (PO or Job#) if required)

Implementation

Project Timeline

From project kickoff to announcing the launch of your SeeClickFix 311 CRM, the implementation process averages 8-12 weeks. For projects that include specific integration to an approved third-party system, the timeline generally expands to 12-18 weeks. Your staff will work with a CivicPlus implementation consultant to establish a workable schedule once final scope has been determined and your project kicks off. This overview provides you with an outline of what to expect during each phase.

PHASE 1: INTRODUCTION & PLANNING	• Introduction call • Final project timeline developed
PHASE 2: ACCOUNT CONFIGURATION	• Configuration of account and best practices • Identify branding standards for mobile app • One hour backend control training
PHASE 3: USER TRAINING & TESTING	• User training with customized agenda • User testing and revisions
PHASE 4: MARKETING PLANNING	• Launch and public announcement planning • Development of press release, social media campaign templates, and digital marketing images
PHASE 5: LAUNCH	• Assistance with launch press release • Press conference/council meeting assistance • Create theme campaigns for specific request types • Assistance developing messaging for PSA video or radio segment announcement

Approaching Your Project Implementation

Phase 1: Introduction & Planning

Implementation begins with an introduction call that includes your leadership team and implementation consultant. We will review your organization's goals, establish a timeline for launching your SeeClickFix 311 CRM, determine which departments will use the solution, and field any questions you have. During the introduction call, we will also determine if a kickoff presentation with your leadership team is needed.

After the introduction call, your implementation consultant will develop a final project timeline based on final scope, agreed milestones, and key deliverables.

Phase 2: Account Configuration

During this phase, your team will gain access to your SeeClickFix 311 CRM account and receive consultation on how to best configure your settings. This phase will also include a one-hour training session on the backend controls via webinar.

We will train you to configure your account for success. Configuration will include setting up members, request types, automatic assignments, and notifications, escalation contacts, timeline response goals, recurring data exports, preformatted response messages, custom emails, geographical areas for tracking and reporting, and mobile app buttons that link to webpages, call phone numbers, or display custom content.

Phase 3: User Training & Testing

Your training will include:

- How to effectively respond to service requests
- Understanding the differences between internal and external communications
- Process to generate work orders
- Creating usable reports
- Overview of new core concepts of application rules for request categories
- Secondary questions
- Workflows
- Request status alerts
- Notices
- User roles
- Access levels

We offer two approaches to training. Depending on the needs of your organization, training can be virtual for live groups or we can develop a train-the-trainer approach and work with two to three people on your team who will then train the remainder of your staff.

After training, authorized members can begin testing the platform to better understand the features and capabilities of the system. This testing also allows for feedback for configuration changes needed prior to launch.



See Click Fix offers two-three free monthly tutorials for customers to attend online at their convenience. We will review the topics you were previously trained on, and you can ask questions from our lead trainer. Many customers find these refresher tutorials extremely valuable as a review or even training of new staff members.

The goal of the SeeClickFix 311 CRM training is to educate system admins for the implementation process. If a custom agenda is required, we will work with Columbia stakeholders to develop the best training for your team.

Columbia's responsibilities will include:

- Securing stakeholder availability for meeting(s) to customize training agenda.
- Ensure admins are available to participate in the system admin training.
- Have team members available for the SeeClickFix 311 CRM install, provide training on best practices, and system configuration.

Phase 4: Marketing Planning

We will host a specific call to discuss launch and public announcement planning. We can provide a variety of resources to assist in marketing, including our User Adoption Guide and downloadable materials available from our Help Desk.

The basic steps for marketing planning and launch include:

- Setting official launch and announcement date
- Completing a launch questionnaire
- Adding web portal and app links to your website
- Adding the app to Facebook page(s)
- Developing and executing marketing plan

Phase 5: Launch & Announcement

Your customer success manager will work with you to successfully announce the launch of the SeeClickFix 311 CRM in your community. This consulting and assistance may include:

- Assistance with crafting a press release
- Assistance with draft announcement language and design of organization newsletter, flyers, and other community-wide notices
- Assistance creating theme campaigns about specific request types (fall clean up, back to school, hurricane season preparation, etc.)
- Assistance with content/message of public service announcement video or radio segment



SeeClickFix
POWERED BY CIVICPLUS

311 CRM

**A 311 CRM Solution to Power
Positive Civic Experiences**

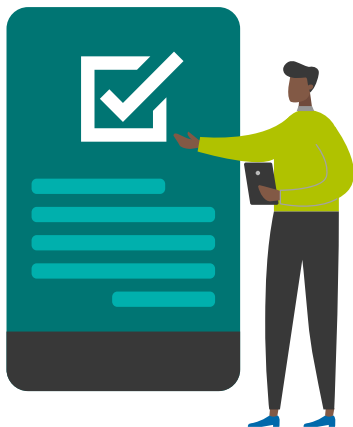




Your residents have high expectations for the level of service they receive from their community leaders—and so do you.

Private sector brands that leverage modern and personalized technology solutions have raised the bar for high-quality customer service. However, public service leaders who want to create similar experiences for their residents often lack a unified system to consolidate and manage all the different channels community members use to submit requests, inquiries, and feedback, including social media, forms, texts, emails, phone calls, and walk-in requests.

As a result, requests, feedback, and inquiries can get lost or delayed, leaving the impression that their local government is difficult and slow. Even worse, your residents aren't the only ones frustrated; staff members may also feel helpless to provide the highest-quality customer service.



We believe there should be a one-stop, frictionless way for local governments to provide positive civic experiences.

So, we built one.

CivicPlus offers a comprehensive and robust 311, request management, and resident engagement solution that empowers governments to demonstrate their positive community impact, accountability, responsiveness, resulting in greater resident appreciation and trust.

Our industry-leading request management system is easily integrable with the most widely used Esri and asset management systems to help governments receive, respond, and report on community issues and repairs.

Our solution also allows residents to submit feedback, questions, inquiries, and requests using the most common digital communication tools they already use daily—text, email, and phone. All messages are aggregated in a single system and associated with individual resident profiles for historical reference and administrative triage, assignment, resource management, and resolution.

Our SeeClickFix 311 CRM Solution Empowers Local Leaders to:



Leverage the communication channels residents already rely on



Eliminate communication barriers between residents and internally across departments



Capture all the diverse voices in your community to understand better what they want and need from their leaders



Meet contactless government expectations by enabling residents and staff to communicate remotely and safely from home, at work, and out in the community



Create custom internal workflows to route requests for rapid response

With our SeeClickFix 311 CRM Solution, You Get:

Resident Communication Features

- Receive and respond to emails and text messages from a single inbox
- Log a phone call or walk-in request
- Receive geotagged photos of service requests submitted via the SeeClickFix mobile app for response by your public works service staff
- Receive and respond to questions or comments submitted via the CivicPlus Chatbot*
- Document and refer to historical communications at the resident level
- Integrate the Report an Issue web portal into your website
- Residents can submit feedback, questions, inquiries, and requests using the most common digital communication channels they already use daily such as text messages, social media, and web forms
- Include secondary questions that prompt the resident for all the details you need to respond to their request
- Enable locationless submissions that don't require the resident to identify a specific location associated with a concern
- Residents can create a personal profile to manage community requests and receive automatic notifications based on their profile
- Conduct two-way communications with residents from request start to completion, providing transparency and proving accountability
- Send routine updates and maintenance notices to residents

*CivicPlus Chatbot is powered by Frase



Staff Collaboration Features

- Submit internal-only service requests
- Subscribe to requests to monitor progress
- Automate issue routing to the right team or department
- Detect duplicate requests to save time
- Assign issues according to staff roles and restrictions
- Escalate overdue requests to managers
- Enable internal-only commenting along the issue lifecycle
- Restrict administrative access to certain request types to design custom branded experiences
- Leverage any of our 20+ integrations with industry-leading public works software partners
- Track work order resources, spend, and budget to plan for future projects and prove your responsibility with taxpayer dollars



Mapping and Data Analytics Features

- Go beyond request capture to full life-cycle visibility from reporting to resolution
- Leverage reliable data to report successes, support leadership recommendations, budget requests, and decisions
- Display open and closed issues and monitor trends on a public map
- Review the Report Card feature to measure performance for data-driven decisions
- Set up automatic reports sent to key managers
- Manage time and resources with service level agreement (SLA) reporting



Every Solution User Receives

Unlimited licenses | Unlimited resident profiles | Unlimited request categories | A multi-channel solution | Your community's branding incorporated into your resident-facing experiences



How We'll Support You and Your Staff

Onboarding and Implementation | Technical Support
| Customer Success | Online Help Centers for Your
Staff and Your Residents

SeeClickFix

POWERED BY CIVICPLUS

311 CRM



info@civicplus.com | 888.228.2233 | civicplus.com

08-2001-011523 | SCF-116

Honorable Mayor and Members
of the Marina City Council

City Council Meeting
of December 3, 2024

CITY COUNCIL CONSIDER ADOPTING RESOLUTION NO. 2024-, APPROVING PURCHASE OF A CITIZEN RELATIONSHIP MANAGEMENT (CRM) SOFTWARE FROM CIVICPLUS; APPROVING THE PURCHASE OF AN ASSET MANAGEMENT/MAINTENANCE WORK ORDER SOFTWARE SYSTEM FROM CITYWORKS, WITH IMPLEMENTATION SERVICES THROUGH CENTRICITY; WAIVE THE CITY'S FORMAL BID PROCESS, WITHOUT COMPETITIVE BIDDING, FINDING THAT COMPETITIVE BIDDING WOULD BE UNAVAILABLE, WOULD NOT PRODUCE AN ADVANTAGE AND WOULD NOT BE IN THE PUBLIC INTEREST; AUTHORIZE THE FINANCE DIRECTOR TO MAKE NECESSARY ACCOUNTING AND BUDGETARY ENTRIES; AND AUTHORIZE THE CITY MANAGER TO NEGOTIATE AND EXECUTE THE AGREEMENTS SUBJECT TO REVIEW AND APPROVAL BY THE CITY ATTORNEY

RECOMMENDATION:

It is recommended that the City Council adopt Resolution No. 2024- _:

1. Approving the purchase of a cloud-based public works citizen relationship management (CRM) software platform from CivicPlus, in the amount of \$22,541, with an automatic renewal in the second year for \$37,684, and an option to renew for one (1) additional year at \$39,568, for a total three-year cost of \$99,793, and;
2. Approving the purchase of an asset management/work order software system from Cityworks, with implementation services provided through Centricity in the first-year combined amount of \$58,200, with an option to renew for two (2) additional years at an average amount of \$22,800, for a total three-year cost of \$103,800, and;
3. Authorize the Finance Director to make necessary accounting and budgetary entries, and;
4. Authorize the City Manager to negotiate and execute the aforementioned agreements subject to final review by the City Attorney.

BACKGROUND:

As part of the Fiscal Year 2023-24 and 2024-25 Budget, Council established a list of priorities. One of the highest-ranking priorities included the implementation of a customer service request software for city streets and repairs. Currently, the Public Works Department does not have an asset management/work order system that allows for maintenance planning, initiating work orders, or tracking maintenance efforts against specific assets or sites. These requests are taken by phone, through email, or identified by staff and assigned to members of the maintenance crew. The City also does not have an automated solution that allows a community member to report a potential street hazard, a repair at a City parks or facility; or similar concern, and monitor the status of the request. The acquisition of a public works asset management/work order system that interfaces with citizen relationship management (CRM) software is projected to provide the following benefits:

- Increases responsiveness to residents by providing a seamless solution for residents to report non-emergency concerns and receive updates on their progress.
- Establishes a system to record preventive maintenance schedules and notify staff of upcoming maintenance or equipment replacement requirements.
- Expands productivity by allowing a supervisor or administrative staff to assign work orders in real-time and providing field crews with the option of updating the work order status through a mobile app.
- Provides a database to retain maintain these records, monitor performance, and produce associated management reports.

It also anticipated that the acquisition of the software packages is also complimentary to various Council goals that relate to facility and park maintenance plans, as well as general technology initiatives.

The City appropriated \$80,000 in the Fiscal Year 2023-24 and 2024-25 City-Wide Capital Improvement Fund to support these efforts. A process was initiated to evaluate software packages, with the goal of recommending the purchase of a system that would support the City's needs. An overview of that process, along with the recommended software packages is included in the Analysis section of this report. Staff will also provide a brief overview at the City Council Meeting.

ANALYSIS:

City staff invited five companies to showcase their software and provide a proposal for their asset management/maintenance work order systems. During the software demo, each company presented information on the following key aspects: functionality, performance, user-friendliness, service request reporting, Geographic Information System (GIS) integration, Global Positioning Satellite (GPS) capabilities, dashboards, and reporting features. The software package would also need to have the capability to allow field crews to receive assigned service requests and log maintenance efforts through the use of mobile cellphone app. Staff rated the different packages based on these key aspects, pricing, and reference checks from Cities that were currently using the software. Based on the evaluation process, Cityworks was selected as the recommended software package. Cityworks partners with Centricity GIS, LLC for implementation services. A copy of the proposal and an informational brochure on the Cityworks software is provided in **EXHIBIT A AND B**.

This same process was applied to selection of a CRM software. Three vendors were invited to provide a demonstration of software packages that would seamlessly integrate with the asset management system/maintenance work order system. The software package would need to offer an online portal for residents to submit requests, as well as a customizable mobile app to allow both residents and staff to report any issues at the site or from an alternate location; and receive updates on the progress of the reported items. In addition, this platform would also need to be able to apply this same functionality to non-emergency service requests for other departments. Based on this evaluation process, staff found SeeClickFix to best meet the City's needs. This software package was also presented to a Council subcommittee consisting of Mayor Delgado and Council Member McCarthy; the Executive Team, and the City's information technology representative. A copy of the proposal and informational brochure is included in **EXHIBITS C AND D**.

The costs associated with both packages are listed below:

	First Year	Second Year	Third Year	Total
Cityworks/Centricity				
Implementation Costs	\$39,000	-	-	\$39,000
Cityworks Licensing	19,200	21,600	24,000	64,800
SeeClickFix (CivicPlus) ⁽¹⁾				
Implementation Costs	22,541	-	-	22,541
Licensing	-	37,684	39,568	77,252
Total Costs	\$80,741	\$59,284	\$63,568	\$203,593

(1) Second and third-year licensing costs based on 5% annual increase in Years 2 and 3.

The estimated timeline for implementing both packages is approximately six months. Once the software is launched, information on how the public can download the app or use the portal will be presented at a Council Meeting and published on the website.

Section 3.16.040 of the City's Municipal Code requires a formal bidding process for purchases of supplies or equipment that are \$25,000 or more, however it also includes the following exception: Bidding procedures shall be dispensed with when the City Council finds by resolution that competitive bidding would be unavailing, would not produce an advantage and would not be in the public interest. Due to the complexity and variations in software products, the City did not develop formal specifications or advertised, as outlined in the bid process. Staff, however, did request competitive proposals from industry-recognized software vendors and conducted a formal evaluation process. Based on the competitive process that was undertaken, staff is requesting that Council waive the bid process in accordance with the exceptions identified in Section 3.16.040 of the Municipal Code.

The purchase of these software packages will require agreements with Cityworks and Centricity for the implementation and licensing of the Cityworks software; and CivicPlus for SeeClickFix. The City Attorney is currently reviewing the different vendor agreements. Staff is recommending that Council authorize the City Manager to sign the agreements based on the final review and approval of the City Attorney.

FISCAL IMPACT:

The combined first year costs for the implementation and licensing of both software packages are \$80,741. The Fiscal Year 2024-25 Adopted Capital Improvement Fund budget includes an \$80,000 appropriation for this project. Staff is recommending that the additional \$741 comes from project savings that are retained in the unallocated CIP fund balance.

The average annual costs for the remaining two-year contract years for Cityworks are \$22,800, while the average annual costs associated with SeeClickFix are \$38,626. The combined average for each of the two additional years is estimated to be approximately \$61,426.

At the Mid-Cycle Budget Presentation, it was estimated that there would be approximately \$1 million in revenues to support new on-going expenditures. If this item is approved this evening, along with the requests for two additional firefighters; and the Police Body-Worn and Vehicle Camera Project, the revised estimated on-going operating surplus is projected to be \$485,000.

CONCLUSION:

This request is submitted for City Council consideration and possible action.

Respectfully submitted,

Tori Hannah
Director of Finance
City of Marina

REVIEWED/CONCUR:

Layne Long
City Manager
City of Marina