

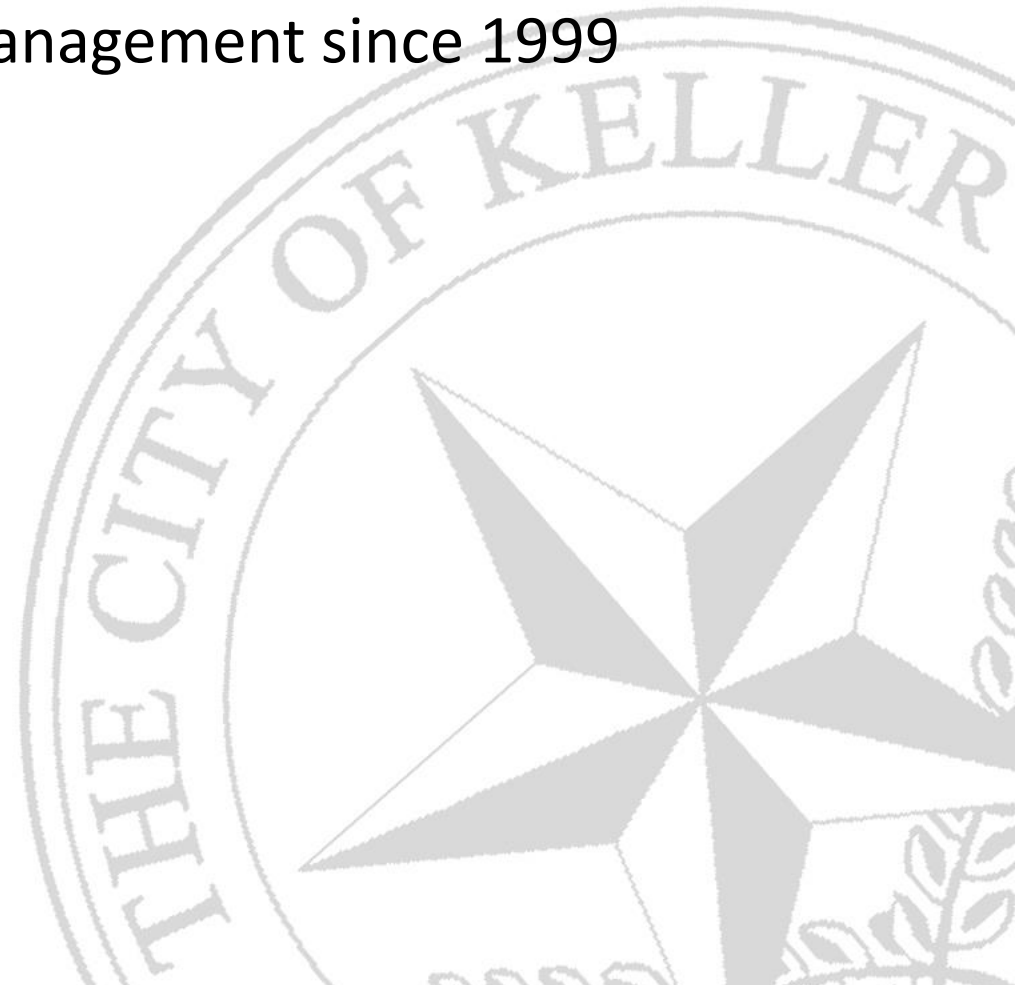
Item F-4

Consider a resolution approving the purchase of Enterprise Asset Management (EAM) Public Works Work Order software and implementation services from Tyler Technologies, and further authorizing the Interim City Manager to execute all purchase documents related thereto on behalf of the City of Keller, Texas.

Current Software: Asset Management®

formerly Lucity by CentralSquare

- Public Works has used for work/work order management since 1999
- Manages Asset/Infrastructure Maintenance
 - Customer Work Requests
 - Work Orders
 - Fleet and Equipment
 - Inventory
 - Pavement Condition Data
 - Asset Condition and Inventory
 - GIS Asset Information
- Used by primarily by Public Works and Fleet



Lucity Screenshots

Lucity - City of Keller

System General Environmental Sewer Storm Transportation Water Electric Trees/Parks Fleet Plant/Equip Facility Refuse/Recycling Work Inventory View Window Help

Work Orders - No Filter

Work Order # 24-11-0331 Category 3000 Wastewater Department

Status 800 Closed In Field Problem 3060 Investigation

Status Date 11/25/2024 10:15 AM Main Task 3080 CCTV Inspection

WD Location Assets List/Events Tasks/Res Routing Costs Billing Related Requests/Track Links Custom 1 Custom 2 Custom 3 Custom 4

Asset E3-CD-14

Location 980 QUAIL RIDGE

Comment From Request

CCTV sewer main after heavy cleaning.

Cause

Assigned Crew STV-CRW Sewer Camera Crew

Supervisor 4712 Jason Runkles

Lead Worker 8065 Dijia Yarbrough

Contractor

Priority

Assigned By 4712 Jason Runkles

Assigned Date / / : AM

Start Date 11/25/2024 08:00 AM

End Date 11/25/2024 10:00 AM

Account #

Proj No - Acct

Subdivision

Reason

Received By

Inspected By

Project ID

Record 178021 of 178024 View More

Desktop application

ASSET MANAGEMENT

Home Work Orders

Fleet & Equipment

MSC Maintenance

Traffic Division

Pavement

Inventory Parts

Water Distribution

Water Production

Environmental Services

Work Order Water

Work Order # GO

+ All Water WO (8253)

+ New WO (24)

+ Complete WO FY20-FY24 (17983)

+ On-Going WO FY20-FY24 (53)

+ Line Locate WO +FY06 (6832)

+ Fire Hydrant Maintenance WO (30)

Closed In Field (3)

Water Assets

+ Water Main Lines (3896)

+ Water Valves (7380)

+ Hydrants by Grids (2543)

Hydrant # GO

+ Fire Hydrant Inspections (1006)

+ Hydrant Flow Test (23919)

Work Request Water

Work Request # GO

+ All Work Requests Water (22994)

Warehouse Parts

Parts Inventory # GO

Warehouse Parts (1085)

2:30 PM Mon Nov 25

All Work Orders (172545)

Work Orders - 24-11-0337

Tasks (1) Assets (0) Locations (1) Work Requests (0) Comments (1) PM/Work Templates (1) Tracking (2)

Work Order # 24-11-0337

Status 999 Complete

Category * 6000 - Street Department

Problem 6037 Equipment Maintenance

Main Task 6104 Sweeper Clean Up

Address 151 Street Name W BEAR CREEK PKWY Street Name 2

Comment From Request

Cause

Assigned By Assigned Date 6/26/2020 Assigned Time 01:30 PM

Assigned Crew

Supervisor 101203 Austin Fowler Start Date 11/25/2024 Start Time 01:30 PM

Mobile application

Web application

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Lucity Summary

Positives

- 25-year history
- Very Customizable
- Lots of data
- Simple mobile work orders

Negatives

- Not intuitive or user friendly
- Customer support is unresponsive
- Poor reporting capabilities
- Data cannot be summarized easily
- Advanced searching isn't functional in the dashboard environment, doesn't exist in mobile environment, and is cumbersome in the desktop environment
- Fragmented data
- Qualitative research requires a historical knowledge of system design iterations

Additional Considerations

Strategic Goal – Customer Service

- During the budget process, staff strives to associate any additional spending with a specific strategic goal. Our primary guide for this project is strategy 5.1: Establish, measure, and monitor high standards of customer service. The limitations of the current software hinder this goal.
- Based on feedback from council members, staff worked to develop specifications that would collect information in a readily consumable format using live data to be made available online for easy consumption.

Project Team

- At project kickoff, staff from the various divisions of Public Works were engaged to analyze existing conditions and determine future needs.
- The divisions of Public Works that use the software include Fleet, Stormwater, Streets, Traffic, Water Distribution, Water Production, Wastewater Collection and MSC Operations. Other departments include IT, GIS and Finance.

Project Sponsor:

Alonzo Liñán

Project Managers:

Ryan Lee, Steven Barcey

Steering Committee:

Larry Jones, Division Supervisors (5), GIS/IT (2),

Project Team:

Division Supervisors, Crew Leaders (9)

Change Management Team: Crew Leaders, Administrative Staff (2)

Software Replacement Timeline

Timeframe	Action
September 2022	Council approved –via annual budget - consulting services to assist in RFP development (\$69,000)
October 2022	Council awarded contract to Sciens Consulting
February 2024	RFP Issued
March 2024	Proposals received (13)
July/August 2024	Finalists selected (4); Finalist software initial demonstrations
September 2024	Finalists narrowed (2); Supplemental demonstrations, reference checks
October 2024	Finalist selected (Tyler EAM), Best and final offer received
December 2024 (today)	Council work session to discuss software and approve the purchase of Tyler EAM; Award a contract to Sciens for project management services.
January 2025	Project implementation kickoff
January 2026	Tyler EAM Go-Live Phase I
May 2026	Tyler EAM Go-Live Phase II

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Finalist Proposals

EAM – Tyler Technologies

- Written by Tyler Technologies
- Originally released in 2004
- National use = 447
- Texas use = 29
- Tyler owns ERP Pro 10, EP&L, Brazos (City systems)
- 5 Year Cost (RFP) = \$1,076,726

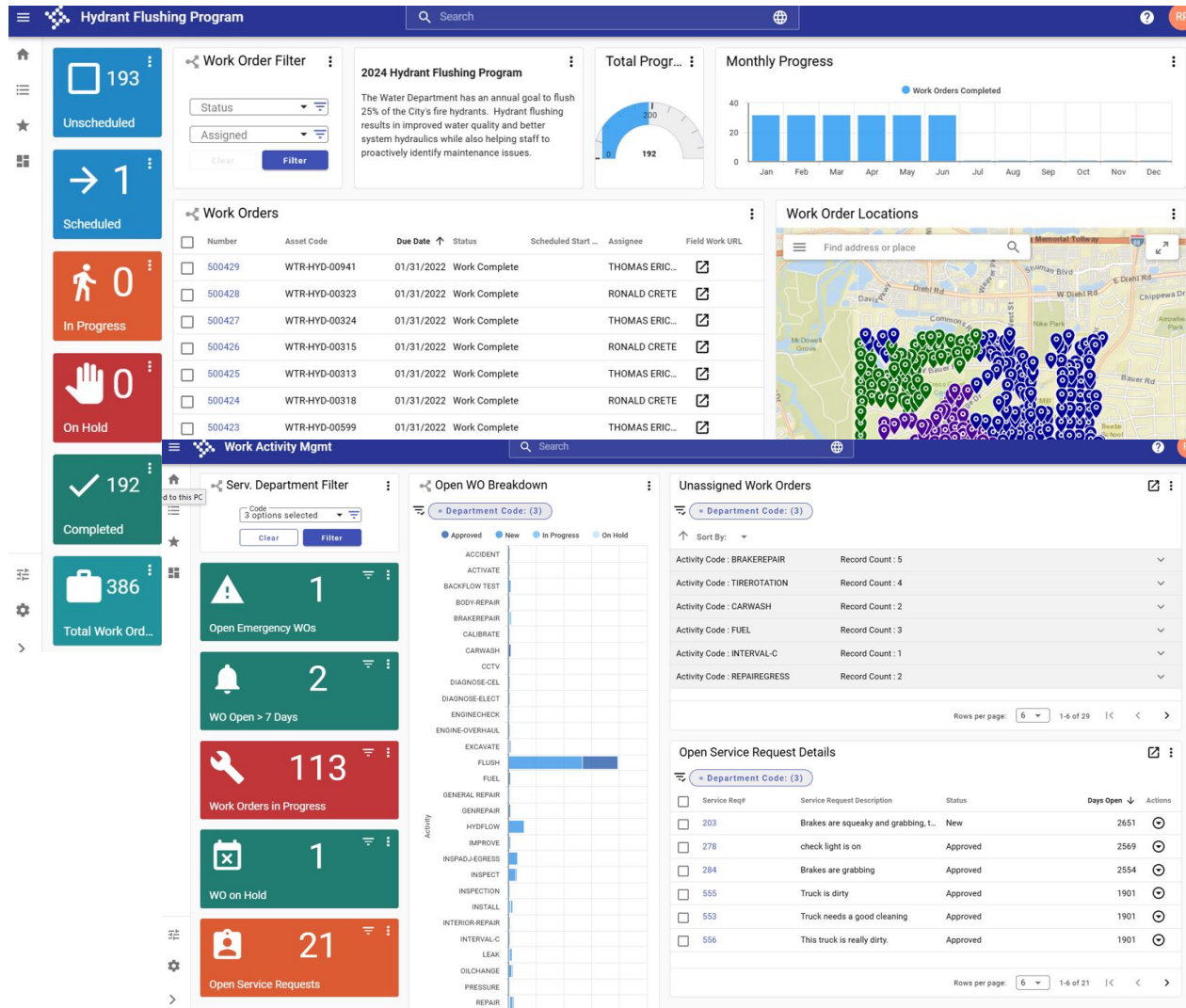
CityWorks (Implemented by NewEdge)

- Written by CityWorks
- Originally released in 1996
- National use = 50+ (NewEdge)
- Texas use = 30+ (NewEdge)
- 5 Year Cost (RFP) = \$698,202

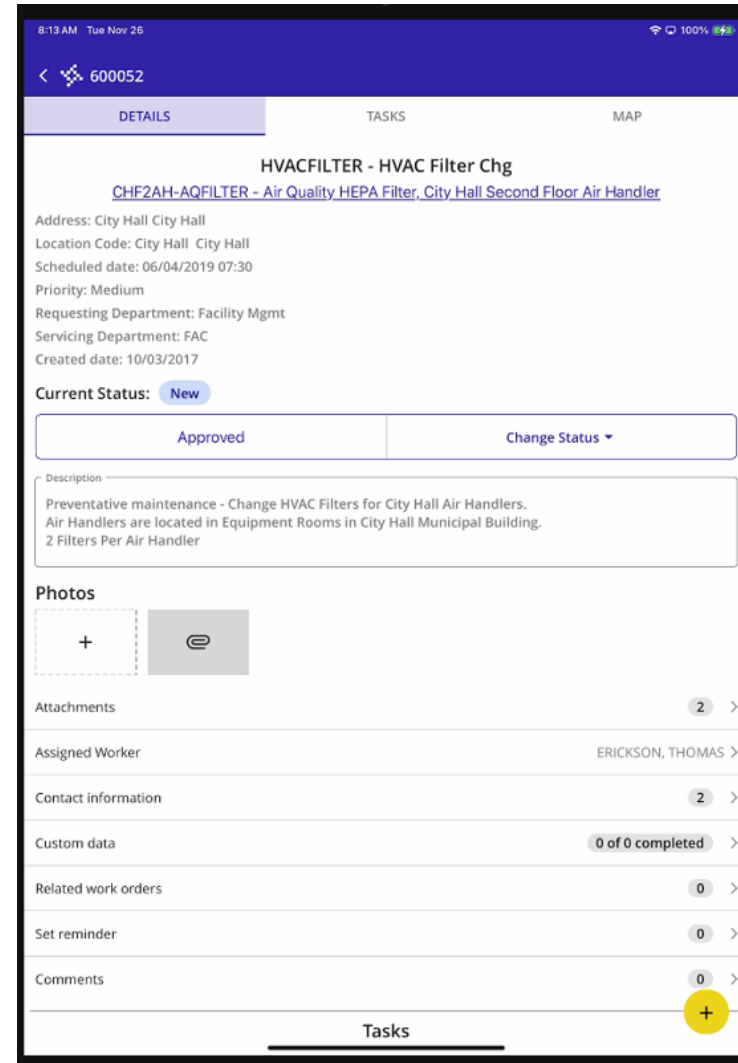
Proposed Contract: EAM by Tyler Technologies

- Includes all necessary modules to perform core public works work order activities.
- Adds integration functionality for multiple internal systems including FuelMaster (fueling system), EP&L (permitting system), ERP Pro 10 (finance system – optional), GoGov and several others.
- Adds Capital Projects Explorer (project management and project budgeting tools) that will query live data from both EAM and ERP Pro 10 for effective budgeting, work and project management for construction projects.
- Enhances Citizen Connect (open data portal) functionality, which allows residents to geospatially review work and create alerts based on work request and work order details in a given area.
- Adds Executive Insights functionality to allow for executive review of high-level Key Performance Indicators.
- Primary system workflow configurations will be designed by the vendor with staff input to minimize staff development time as much as possible.

Tyler EAM Screenshots



Desktop application



Mobile application

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Staffing Impacts

IT and GIS Staffing

SaaS* selection requires minimal IT staffing, compared to on-prem** selection (.5 vs. 1 FTE)

Public Works Staffing

Requirement for pre-configuration of workflows minimizes staff time, but substantial resources will still be required from staff and stakeholders from the user divisions over the 12- to 16-month implementation period.

*SaaS – Software as a Service (cloud)

**On-Prem – On Premise (local)

Financial Impacts

Budget (approved FY 2024-25)

• General Fund	\$450,000
• W/WW Utility Fund	<u>\$450,000</u>
• Total FY 2024-25	\$900,000



Financial Impacts (Cont.)

Software Implementation – Year 1

- Year 1: \$511,582 (\$80,432 Annual SaaS Fee; \$410,600 Implementation; \$20,550 Estimated Travel)

Escalation – Year 2-10

- Year 2-5: 0% Increase (\$104,478)
 - This project will involve two phases. Phase I will include implementation of core EAM functionality. Phase II will integrate Citizen Connect, Executive Insights and Capital Projects Explorer. Phase II charges will not be incurred until the conclusion of Phase I, resulting in the indicated \$24,046 annual difference between years 1 and 2-5.
- Year 6-10: 3% Increase per year

Project Management

- Sciens: 12 Months: \$120,000

Total 10 Year Cost: Approx. \$1,744,348

Software: \$1,624,348

Project Management: \$120,000



Questions?

Ryan Lee – 817-743-4095

Alonzo Liñán – 817-743-4081