# City of KELLER

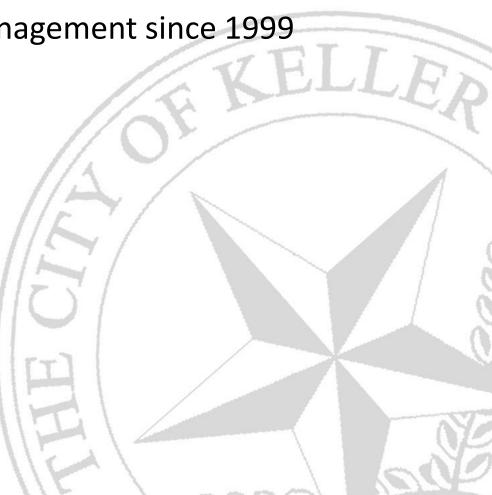
### Item F-4

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**<sub>®</sub>

formerly Lucity by CentralSquare

- Public Works has used for work/work order management since 1999
- Manages Asset/Infrastructure Maintenance
  - $\odot$  Customer Work Requests
  - $\circ$  Work Orders
  - $\odot$  Fleet and Equipment
  - $\circ$  Inventory
  - $\odot$  Pavement Condition Data
  - $\ensuremath{\circ}$  Asset Condition and Inventory
  - $\odot$  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 Eacility Refuse/Recycling Work	rk Inventory View Window Help	NT				
	E ▲ Fleet & Equipme MSC Maintenan		C Water Assets	С		
Work Orders - No Filter         Image: Status         Status         Status         11/25/2024 -         11/25/2024 -         Work Location         Assets         List         List         Status         Status </td <td>Inventory Parts Water Distribut Water Productio Environmental Services</td> <td>ion + On-Going WO P/20-P/24 (53) + Line Locate WO &gt;P/06 (6832)</td> <td><ul> <li>Water Valves (7380)</li> <li>Hydrants by Grids (2543)</li> <li>Hydrant #</li> <li>GO</li> <li>Fire Hydrant Inspections (1008)</li> <li>Hydrant Row Test (23919)</li> </ul></td> <td colspan="3">Water Valves (7380)     Hydrants by Grids (2543) Hydrant #     GO     F Fire Hydrant inspections (1006)</td>	Inventory Parts Water Distribut Water Productio Environmental Services	ion + On-Going WO P/20-P/24 (53) + Line Locate WO >P/06 (6832)	<ul> <li>Water Valves (7380)</li> <li>Hydrants by Grids (2543)</li> <li>Hydrant #</li> <li>GO</li> <li>Fire Hydrant Inspections (1008)</li> <li>Hydrant Row Test (23919)</li> </ul>	Water Valves (7380)     Hydrants by Grids (2543) Hydrant #     GO     F Fire Hydrant inspections (1006)		
Asset [E3-C0-14 Comment From Location [980 QUAIL RIDGE		Work Request Water Work Request # GO  All Work Requests Water (22994)	C Warehouse Parts Parts Inventory # GO Warehouse Parts (1085)	c		
Cause       II         Assigned Crew       II       STV-CRW         Supervisor       II       4712         Jason Runkles       Assigned By       II         Lead Worker       II       8055         Djua Yarbrough       Assigned Date       II       / /	2:30 PM Men Nov 25	*** Work Orders - 24-11-0337	🗢 @ 49% 🖜 pections	c		
Contractor         Image: Contractor         Start Date         Image: Contractor         Contractor           Priority         Image: Contractor         Image: Contrator         Image	Lead V Sup 24-11-0337 Status	equests (0) Comments (1) PM/Work Templates (1) Tra Category * 6000 - Street Department	ent Work Orders (1)	eb application		
Reason	Hard Lo 999 Complete (1) Publically Av 1/25/2026 022:23 PM	6000 - Street Department Problem 6037 E Equipment Maintenance Main Task 6104 Sweeper Clean Up				
Record 178021 of 178024	Address Street Name 151 W BEAR CREEK PKWY	(i) Street Name 2				
Desktop application	Comment From Request					
	Cause 	(i)     Assigned Data     B/28/2020	Assigned Time 01:30 PM			
	Assigned Crew Supervisor 101203 Austin Fowler	Start Date     1078/024	Start Time 01:30 PM			

Mobile application

# **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 LiñánProject Managers:Ryan Lee, Steven BarceySteering 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

# **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**

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			INSPECT	284	Brakes are grabbing	Approved	2554	-	Set reminder		
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MAP

#### **Desktop application**

#### **Mobile application**

# **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
- W/WW Utility Fund
- Total FY 2024-25

\$450,000 <u>\$450,000</u> \$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