



STAFF REPORT

TO: Mayor Keis and Members of the City Council

FROM: Bill Dircks, Public Works Director
Bryce Shearen, Parks and Recreation/Community Services Director

DATE: May 20, 2022

RE: Purchase of Work Order Management Software

ACTION TO BE CONSIDERED:

Motion to approve the purchase of Work Order Management software from Brightly Software for \$13,433.04.

BACKGROUND:

As the City builds out a more robust GIS system for all of its assets more options become available to take advantage of the data and technology in the current city maintenance climate. City staff began researching work order management software last year and realized how effective it can be in helping to create a more efficient operation in the Public Works and Parks departments.

Currently, staff in both departments use paper work orders, notes written on whiteboards, notecards, spreadsheets, and various other means to assign tasks and document work completed. Work order management software offers an opportunity to leverage the data from our GIS system to bring all of those methods of distributing and documenting work under one platform. The software allows anyone to generate a work order from a desk or out in the field while it is fresh in their mind. The work order can be assigned to specific people and those people get a notification. The software can also schedule recurring routine maintenance tasks and track work completed and when it was completed. As staff gets more familiar with the software, there is an option of assigning costs to each project if desired so that we can better track our spending.

All of the features of the software will serve to meet one of our strategic planning initiatives – Create Operational Efficiency. Having the ability to generate a work order while in the field will greatly increase the quality and accuracy of work orders. The completed work orders will then be tracked and staff will have the ability to generate reports and analyze more accurately where time is being spent, which will help us in the budgeting process as well as with staffing and equipment.

Staff started working with a software company last year and then met with Dave Malm from Bolton & Menk since Dave manages our GIS program and has worked with work order management software implementations at other cities that Bolton & Menk serve. Mr. Malm was very helpful in directing us to the proper size software packages that will meet the City's needs. There are some very large players like Cartegraph and CityWorks that are much more robust and

built for larger cities like Minneapolis and St. Paul. Mr. Malm steered us in the direction of the vendors that match what we are looking for.

In the end, staff vetted products from three different vendors. The first and original vendor that was contacted was eliminated due to the extra steps that would be involved in transferring data between our GIS system and the work order software. We would have needed to use our consultant for all of the back and forth and it wasn't an efficient option.

Staff then looked into two vendors that met the criteria set by staff and Mr. Malm. GWorks and Brightly were both looked at very closely and demos were shown to all public works and parks staff. Brightly rose to the top with an easier, more intuitive interface and application for phones and tablets that should enable all staff to easily generate, manage, and complete work orders. Mr. Malm has worked with both vendors in different cities and was comfortable with both but preferred Brightly for its overall product and its support.

Brightly also offers as part of its package vehicle/equipment maintenance tracking, which is something staff has long been seeking to get its maintenance record keeping up to date. Staff does a great job with vehicle and equipment maintenance but the record-keeping has always been on paper or a whiteboard. As we look to the future and employee turnover it makes sense to have all of this maintenance tracked under one roof where everyone can go to see what has been done and what needs to be done on a piece of equipment.

All of these solutions require annual maintenance and subscription fees so the original cost of the product is a capital improvement budget item but going forward there will be operating budget costs. In the case of Brightly, the initial startup and first-year support will cost \$13,433.04. That includes a Sourcewell discount as these services are included in the Sourcewell competitively negotiated contract. Going forward the City will continue to get a Sourcewell discount on the annual subscription fees. The proposal is a five-year contract with around 3% increases each year over the five years. The City can end the contract any year if needed with no penalty.

The gWorks proposal was slightly cheaper but did not match up to the capabilities of the Brightly product. GWorks did not offer a vehicle/equipment module and the user interface was not as intuitive. They also did not have a mobile application, which will be crucial to staff's use of this software. The Public Works and Parks staff all agreed that the Brightly product was superior following the demonstrations and having buy-in from the staff is key in getting the software to be used in the manner that benefits the operation.

SOURCE OF FUNDS:

\$20,000 was budgeted for the purchase of the software and the year one implementation and training in the Water and Sewer Capital Improvement Budget. Going forward, funds from the operating budget will be used for annual subscription fees. It will likely be split between Parks, Utilities, and Streets in a yet to be determined formula.

STAFF RECOMMENDATIONS:

Staff recommends approving the purchase of work order management software from Brightly Software for \$13,433.04.

Brightly Proposal:

Service Term: 67 months (06/01/2022 - 12/31/2027)

Services			
Services Invoice - Year 1			
Item	Start Date	End Date	Investment
Asset Essentials Enterprise	6/1/2022	12/31/2022	7,392.96 USD
- Streets/Signs/Sidewalks Module			Included
- Water Distribution and Waste Water Collection Module			Included
- Parks, Recreation and Forestry Module			Included
- Fleet Module			Included
- Dude Analytics			Included
- AE Safety			Included
- Asset Essentials Inventory			Included
	Sourcewell Discount		(1,552.52 USD)
	3 months at no charge		(2,503.04 USD)
	Subscription Year 1 Total:		3,337.39 USD

The Services invoice for Year 1 will be issued upon acceptance of the Order Form. Subsequent Services Invoices will be sent annually.

*3 months included at no charge on the first invoice.

Professional Services	
Asset Essentials Enterprise Implementation with Consulting	10,627.00 USD
Sourcewell Discount	(531.35 USD)
Professional Services Year 1 Total:	10,095.65 USD
Total Year 1 Services & Professional Services	13,433.04 USD

Remaining Services Invoices

Year 2	Annual period beginning	Investment
Asset Essentials Enterprise	1/1/2023	13,053.85 USD
	Sourcewell Discount	(2,741.31 USD)
	Total:	10,312.54 USD
Year 3	Annual period beginning	Investment
Asset Essentials Enterprise	1/1/2024	13,445.46 USD
	Sourcewell Discount	(2,823.54 USD)
	Total:	10,621.92 USD
Year 4	Annual period beginning	Investment
Asset Essentials Enterprise	1/1/2025	13,848.83 USD
	Sourcewell Discount	(2,908.26 USD)
	Total:	10,940.57 USD
Year 5	Annual period beginning	Investment
Asset Essentials Enterprise	1/1/2026	14,264.29 USD
	Sourcewell Discount	(2,995.50 USD)
	Total:	11,268.79 USD
Year 6	Annual period beginning	Investment
Asset Essentials Enterprise	1/1/2027	14,692.22 USD
	Sourcewell Discount	(3,085.37 USD)
	Total:	11,606.85 USD