



DATE: December 7, 2017

TO: Council Technology Application Committee

FROM: Director of Maintenance Services

SUBJECT: Provide Feedback on Proposed Agreement with Dude Solutions for the Purchase of Computerized Maintenance Management System and Facility Condition Assessment

RECOMMENDATION

That the Committee reviews this report and provides any feedback before it is presented to the full City Council in January 2018.

SUMMARY

After researching multiple firms who provide cloud-based facility maintenance software platforms, staff has selected Dude Solutions based on their experience, expertise and their history of effective implementations in other government agencies. Dude Solutions currently holds the NJPA (National Joint Powers Alliance) contract for facility CMMS.

BACKGROUND

As the City continues to grow, both in size and age, the need to effectively manage workflow, records, and data for infrastructure, as well as routine, reactive, preventive, and future maintenance, is becoming more and more crucial. Over the past few years, it has become increasingly apparent that current practices are inefficient, resulting in an excessive amount of staff time spent attempting to accurately log and track data that could be automated through a computerized maintenance management system.

Maintenance Management and Workflow

The Facilities Division is responsible for the daily and long-term maintenance of thirty-four City-owned facilities and the associated capital replacement schedules of their components. Currently, all maintenance, inspection, and project data is managed manually through multiple large, complex, and in many cases, unwieldy spreadsheets and databases. The current practice of managing this large amount of data is time-consuming, inefficient, and error-prone. This not only impacts administration staff, but also maintenance staff in the field. They are required to complete daily activity logs and checklists, which are then submitted for approval to a manager who ultimately logs the information into the databases and spreadsheets. Extracting and analyzing pertinent data for use in staff reports, budget

documents, and for use in making staffing decisions (based on reviewing the amount of staff time it takes to complete certain tasks) is also, in many cases, a lengthy process.

Maintenance-related data currently being manually tracked includes, but is not limited to:

- Weekly Task Sheets – weekly tasks are listed on paper task sheets for each maintenance employee. Tasks are then manually tabulated and logged into spreadsheets as a record of maintenance activities.
- Routine Inspection Reports - these reports are completed for items such as, but not limited to, HVAC, lighting, roofing and monthly generator testing to ensure City equipment and facilities are functioning as designed and are safe. Maintenance staff currently completes inspection reports using paper checklists. The inspection report is then forwarded to administration staff, and if an issue is noted, the issue is input into a spreadsheet and subsequently followed up with a CRM.

DISCUSSION

Computerized Maintenance Management System Research

In an effort to streamline facility maintenance tasks, staff began researching alternate solutions to current processes that are time-consuming, inefficient, and error-prone. Needs of the Facilities Division were identified as follows:

- Automated workflow, work orders, and reporting
- Capital Forecasting
- Inventory Management
- Record Keeping
- Job Costing - time and materials
- Accountability - maximizing response time, productivity and efficiency

After considering many options and reaching out to other agencies, staff narrowed their choices down to two firms, Maintenance Connection and Dude Solutions. Live demonstrations that included staff from Maintenance Services Administration and the Facilities Division were scheduled for each product. Maintenance Connection was eventually eliminated as their program was not as user-friendly as Dude Solutions, nor did it contain a capital forecasting module.

San Ramon Valley Unified School District (SRVUSD), City of San Leandro, and City of Concord have all acquired Dude Solutions. The City of San Leandro recently completed implementation, while SRVUSD and the City of Concord are currently using the system.

City staff met with representatives from both SRVUSD and the City of Concord and both report they are very satisfied with the Dude Solutions system, customer service, and implementation process.

Facility Condition Assessment and Capital Forecast

A major component of this project will be the creation of a long-term capital forecast through a facility condition assessment. The capital forecasting field data collection and condition assessment is meant to capture information on all major building systems to the individual component level, including all components considered capital repair items (as opposed to maintenance level items). This type of real-life data analysis will provide a more accurate equipment life-cycle and provide a solid basis for predicting budget and equipment needs in the future. Equally as important, the forecast will reflect potential cost impacts of not replacing components in a timely manner. Examples of the types of components which will be included are as follows:

- Heating System
- Ventilation System
- Air Conditioning System
- Roofing System
- Electrical System
- Plumbing

The City of San Leandro released a Request for Proposal (RFP) in 2015 and received seven (7) qualified bids from leading Computerized Maintenance Management Systems vendors including: TruePoint (Accela); AssetWorks; MaintStar; Hiperweb; Dude Solutions; Robert Stephens; and Veoci. Dude Solutions was selected based on the quality of their submission, the overall ease of use of their software compared to the others, their mobile app (which outperformed others, while some did not even have this functionality), and their detailed project implementation plan. In addition, they were the lowest priced bidder.

Dude Solutions was awarded a contract (#110515-SDI) for Public Sector Administrative-Related Software Solutions & Technology Services by the National Joint Powers Association (NJPA). All government agencies may purchase from the competitively bid contract and take advantage of low bid pricing. Such “piggy-back” cooperative contracts satisfy the competitive requirements of the City’s Purchasing Ordinance.

After comparing products based on how well they met the needs of the City, cost of acquisition and implementation, ease of use, and ongoing support, staff is recommending moving forward with Dude Solutions.

ECONOMIC IMPACT

There is no economic impact associated with this project.

STRATEGIC INITIATIVES

This agenda item supports the Complete Communities Strategic Initiative. The purpose of the Complete Communities strategic initiative is to create and support structures, services, and amenities to provide inclusive and equitable access with the goal of becoming a thriving and promising place to live, work and play for all. This item supports the following goals:

Goal #1 Improve quality of life for residents, business owners, and community members in all Hayward neighborhoods.

FISCAL IMPACT

The total cost to implement Dude Solutions is \$89,442. The NJPA contract award qualifies the City for a discount on pricing, resulting in a savings of 6% on the software quick start, 11% on the annual renewal every year thereafter, and a 3% discount on the facility condition assessment. The total cost itemization, including the NJPA discount, is as follows:

1. Dude Solution's Modules and One-Time Implementation: \$15,520, includes implementation plan as outlined above, two (2) tuitions at the annual user's conference (Dude University), and first year (FY 2017/18) annual cost for support and updates.
2. Facility Equipment Inventory Data Collection, Preventative Maintenance Tasking and Generation, & Facility Condition Assessment with Report: \$73,922.
3. Annual Renewal: \$12,451 (includes unlimited support, software updates). There is no long-term contract agreement required, and the agreement can be cancelled at any time without penalty. If the contract is not renewed, the data can be retained and transferred to a different format or system.

Sufficient funding for this purchase is available through the adopted FY2018 Facilities Capital Improvement Program.

SUSTAINABILITY FEATURES

The implementation of a Computerized Maintenance Management System will provide a more thorough preventative maintenance plan for the repairs and replacement of facility components in a manner consistent with the City's sustainability policies.

PUBLIC CONTACT

This project supports an internal department function and no public comment was sought. Staff contacted other local agencies as mentioned in this report to gauge satisfaction and solicit feedback regarding their current facilities CMMS.

NEXT STEPS

1. After Committee input, this agreement will be taken to Council for authorization in January 2018. Upon Council approval, staff will begin the process of purchasing the Computerized Maintenance Management System, Dude Solutions
2. February 2018 – July 2018: Implementation Period

Prepared by: Allen Koscinski, Facilities and Building Manager

Recommended by: Todd Rullman, Maintenance Services Director

Approved by:



Kelly McAdoo, City Manager