



Staff Report

TO: Mayor, and City Council Members
FROM: Elizabeth Gibbs, Community Services Director
DATE: March 17, 2020
SUBJECT: Award a Subscription Agreement to Dude Solutions, Inc., for Computerized Maintenance Management Software and Facility Condition Assessment

Background and Analysis:

The Community Services Department has actively been exploring the purchase of a comprehensive computerized maintenance management software (CMMS) to fundamentally change the way that staff manages the maintenance of City-owned facilities and the assets within those facilities. These assets include infrastructure components within each facility such as major plumbing fixtures, electrical, HVAC, generators, and lighting fixtures.

A CMMS combines several critical functions into one integrated platform:

Asset Inventory and Facility Condition Assessment

At the core of a CMMS is a detailed catalogue of all assets along with attributes associated with the asset type. For example, a water heater may include the location, barcode tag data, model number, condition, warranty information, maintenance history, preventative maintenance schedule, forecasted replacement date, etc.

Part of the asset inventory includes a Facility Condition Assessment (FCA) process which provides a base line condition of City facilities and associated infrastructure. The FCA is an integral part of establishing the data needed to effectively administer the software program. The information gathered allows the City to properly establish timelines for repairs, maintenance, and replacements.

Historically, the City has deferred a considerable amount of facility maintenance and necessary equipment repairs due to lack of appropriate management oversight. If necessary, an FCA can result in a detailed inspection of facilities, documentation of attributes and condition of buildings and equipment, including affixing barcode

identification tags to such equipment as air conditioning units and water heaters, just to name a few. Having this information would allow staff to immediately prioritize repairs or replacement of key equipment and forecast a 5-year plan on future replacement of other equipment.

Geographic Information System (GIS) Integration

Another feature of the CMMS is a GIS integration for all assets, facilities, and equipment. A user can select an asset or facility on a map, view its attributes, and create a work order.

Vendor and Staff Management

The expertise of different vendors and City staff members can be stored in the system so that work orders can be properly assigned and maintenance and repair invoices from external vendors can be attached to different assets. This is particularly useful to ensure optimum fiscal responsibility, as well as for budgeting purposes.

Work Order Management

A work order is generated when action needs to be taken on an asset, either automatically when a scheduled maintenance activity is required, or manually when an asset needs repair or other attention. The work order is routed to the property vendor or staff member, the work is performed, and the work order is closed when the work performed has been documented. Documentation can include who performed the work and when it was done, how much time was required, the cost of materials used to fix the issue, and if follow-up or further inspection is required. The work order is associated with the asset and can be retrieved at any time.

Maintenance Scheduling

Many assets have a predetermined preventative and predictive maintenance schedule which can be stored for each asset in the system and trigger automatic work orders.

Long-term Capital Forecasting

When the current condition, expected lifespan, replacement cost, and total lifecycle cost is known, then the system can estimate when an asset will need to be replaced. Having that information for all assets across all City-owned facilities allows the system to estimate a long-term capital replacement budget which will allow the City to properly forecast, budget, and prioritize replacement projects.

Reports/Dashboard Module

A variety of reports can be created that can track the costs of maintaining a single asset or an entire facility, specifically, the total number of man-hours and materials costs

attributed to a particular type of work order. For example, staff can understand the number of man-hours and total materials costs attributed to the repair of an HVAC system at the Police Department.

Vendor Selection Process

Staff reviewed several CMMS vendors, including the one currently being used by the City, and determined that Dude Solutions, Inc. (DSI), provides a system with robust functionality, is user-friendly, cost effective, and provides the following benefits:

- A fully cloud based solution hosted on DSI's servers, relieving the burden of maintenance on our internal IT staff, and avoids purchasing costly hardware;
- Accessibility across multiple platforms including mobile devices by staff;
- An energy management module consisting of integration with Southern California Edison, SoCal Gas, and other utilities to track utility usage by facility, allowing staff to analyze overall annual costs of operating a facility;
- Multi-channel issue reporting so that City-staff are able to report a variety of maintenance issues 24 hours a day, 7 days a week; and
- Custom work-flow management that automatically creates a work order and routes it to the appropriate staff to resolve.

DSI has over twenty years of experience providing facilities management software to thousands of clients across various industries, including: government, education, manufacturing, and healthcare facilities. In the immediate area, DSI provides software and service to such cities as Riverside, Dana Point, Ranch Cucamonga, Ontario, and Palm Springs.

Finally, DSI was awarded a contract through a competitive bidding process by Sourcewell, a cooperative purchasing program in which the City is a member (Attachment A). This allows the City to take advantage of the cooperative purchasing award and competitive contract pricing.

Fiscal Impact:

Initial startup costs of the CMMS program are \$24,435 with additional annual maintenance costs of \$35,649 thereafter. Funding for the startup costs is available in the current fiscal year in general ledger account 100-6000-7071, while the annual maintenance costs, effective July 1, 2020, will be programmed in the operating budget for Fiscal Year 2020-2021.

Recommended Action:

Award a subscription agreement to Dude Solutions, Inc., for Computerized Maintenance Management Software and Facility Condition Assessment; and Authorize the Mayor to execute the agreement on behalf of the City of Beaumont.

Attachments:

- A. Draft subscription agreement with Dude Solutions, Inc.