PROPOSAL

City of Stevenson, WA
Cityworks AMS Implemenentation

Prepared for:

City of Stevenson Washington

February 9, 2023

CONTACT:

Brandon Wright
801-376-8160
bwright@centricitygis.com

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About Centricity GIS

Introduction

Centricity GIS is a leading provider of Geographic Information System (GIS) consulting services, offering a comprehensive range of implementation, data, and application development solutions. Our experienced founder, Brandon Wright, brings 19 years of expertise in GIS, Asset Management, and systems integration to the table, while our technical team boasts an average of 5 years of relevant experience in their respective disciplines.

We understand the importance of meeting the unique requirements of our clients, which is why we offer customized solutions that are tailored to their specific needs. We can provide on-site resources, such as programmers, analysts, and technicians, to augment an agency's existing staff, ensuring the successful completion of even the most complex projects.

As a Cityworks Business Partner, we specialize in CMMS and GIS services for public agencies such as cities, counties, and water agencies. Our expertise in Cityworks and ESRI technologies, combined with our proven implementation approach, helps our clients achieve a quick return on investment.

Conveniently located in Cedar Hills, Utah, just 30 minutes from Cityworks headquarters, Centricity GIS is well-positioned to provide top-notch support and services to public agencies in the area and beyond.

Experience.

Centricity GIS is a full-service consulting firm specializing in asset management and permitting systems. With over 19 years of experience and 50 successful Cityworks implementations under our belt, our team uses proven strategies to ensure a seamless implementation tailored to your business processes, requirements, and training needs.

Our expertise in permitting streamlines the implementation process, while our in-house Cityworks developers provide specialized integration and development services, including integrations with customer account information, financial systems, utility billing, SCADA, AVL, and citizen reporting.

Cover Pages/Executive Summary

February 9, 2023

Subject: Cityworks AMS Implementation

City of Stevenson:

Our proposal aims to offer comprehensive implementation services for the Cityworks AMS solution. This cutting-edge technology is unmatched in its ability to fully integrate your Geographic Information System (GIS) data into all aspects of your work processes. Instead of trying to reconcile your GIS records with your Asset Management database, Cityworks uses your map data as the authoritative source.

As a Cityworks Business Partner, Centricity GIS brings expertise and a proven track record to the table. Our team is based in Cedar Hills, Utah and is ready to begin any of the identified projects at your convenience.

The services we are proposing to provide are as follows:

- Kickoff (Work Flow Review) Meetings (Remote)
- Initial Cityworks Database Configuration (Remote)
    - Service Requests (20 Custom), Work Orders (20 Custom), Inspections (10 Custom)
    - Cityworks LGT Templates included
    - Employees
    - Material
    - Equipment
    - Crystal Reports
- Review of Configured Database (Remote)
- Admin User Training (Onsite or Remote)
- End User Training (Onsite or Remote)
- Rollout Support (Onsite or Remote)
- Ad-Hoc Support

Hourly rates for Centricity GIS (Ad-Hoc) are $200/hour, billed monthly on the 1st business day following month end.

We are very excited about this opportunity. I am the direct contact for this proposal, and I will personally oversee all services provided under this proposal. Please let me know if you have any questions or concerns regarding this proposal.

Sincerely,

Brandon Wright
Founder | President
801-376-8160

Approach and Methodology

A. INTRODUCTION

To ensure a successful implementation of the Cityworks Asset Management System, Centricity GIS will outline all necessary tasks in this scope of work. Our team is dedicated to meeting the specific requirements and needs of the City, and we will tailor our implementation approach to ensure they are incorporated into the project. From workflow review to database configuration and system training, we will work closely with the City staff to ensure a seamless and efficient rollout of the Cityworks AMS solution.

- Kickoff (Work Flow Review) Meetings (Remote)
- Initial Cityworks Database Configuration (Remote)
  - Service Requests (30 Custom), Work Orders (40 Custom), Inspections (15 Custom)
  - Cityworks LGT Templates included
  - Employees
  - Material
  - Equipment
  - Crystal Reports
- Review of Configured Database (Remote)
- Admin User Training (Onsite or Remote)
- End User Training (Onsite or Remote)
- Rollout Support (Onsite or Remote)
- Ad-Hoc Support

The following tasks are included in this scope of work:

TASK 1: KICKOFF (WORKFLOW REVIEW) MEETING (REMOTE)

Meet with City staff to review workflows that will be created and configured in the Cityworks AMS Application.

A Cityworks AMS Kickoff Meeting is a crucial meeting that marks the beginning of the implementation process. The purpose of the meeting is to bring together all key stakeholders to align on the project objectives, timeline, and expectations. During the meeting, the project team will review the project plan, discuss the roles and responsibilities of each team member, and address any questions or concerns. The Cityworks solution provider will also provide an overview of the Cityworks solution and its features and capabilities. The Kickoff Meeting sets the stage for a successful implementation and ensures that all parties are fully informed and prepared to move forward with the project. The outcome of the meeting is a clear understanding of the project goals and a shared commitment to its successful completion.

Tasks:

1. Meet with City staff to review and understand the City workflows for AMS
2. Get documentation from City that will provide the basis for the AMS configuration.
   a. Current Processes (Work Activities)
   b. Print Documents
   c. Reports
   d. Diagrams
   e. Etc

Deliverable Milestones

a. Meeting Notes

TASK 2: INITIAL CITYWORKS DATABASE CONFIGURATION

The initial database configuration is a critical step in the implementation of Cityworks Asset Management System. It involves setting up the database structure and configuring the system to match the specific needs and requirements of the organization. This includes defining the asset inventory, work management, and reporting needs of the organization. It also involves establishing the data relationships between assets, work management, and other relevant information. The process also involves determining the best data management strategies to ensure data accuracy, consistency, and completeness. The outcome of this task is a properly configured Cityworks database that accurately reflects the organization's asset management and work processes.

Tasks:

1. Cityworks Database Configuration
2. Workflows
   a. Service Requests, Work Orders, Inspections
   b. Employees
   c. Material
   d. Equipment
   e. Crystal Reports
3. Reports
4. GIS Integration

Deliverable Milestones:

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a. Configured Database

TASK 3: REVIEW OF CONFIGURED DATABASE (1 DAY REMOTE)

Meet with City staff to review workflows and Cityworks setup that has been configured. The aim is to ensure that the Cityworks configuration is properly configured, accurately reflects your organization's assets and data, and is optimized for efficient and effective operation.

Tasks:

1. Database Review
2. Workflow changes and configuration changes as needed

Deliverable Milestones:

a. Meeting Notes
b. Configuration changes

TASK 4: ADMIN TRAINING (ONSITE 1 DAY)

Cityworks Asset Management System (AMS) Administrator Training Course is designed to provide participants with the necessary skills and knowledge to effectively manage and administer the Cityworks AMS system. The course covers topics such as system configuration, user management, database administration, and system maintenance.

Participants will learn how to set up and configure the system, manage user accounts and permissions, and maintain the integrity of the database. They will also learn about the various tools and resources available to help manage the system and ensure its performance and reliability.

Throughout the course, participants will work through hands-on exercises and real-world scenarios to reinforce their learning and build practical skills. They will also have the opportunity to ask questions and receive feedback from experienced trainers.

Upon completion of the Cityworks AMS Administrator Training Course, participants will have a comprehensive understanding of the system and be equipped with the skills needed to effectively manage and maintain it. They will be able to confidently perform key administrative tasks and ensure the system runs smoothly and efficiently.

This training course is ideal for those responsible for managing and maintaining the Cityworks AMS system, including IT professionals, system administrators, and asset management professionals.

Training will occur over 1 days

Deliverable Milestones:

a. Admin and User Training completed
b. Copy of training material used in training session delivered in digital format (PDF)
c. Go-live

TASK 5: END USER TRAINING (ONSITE/REMOTE – 2 DAYS)

The Cityworks Asset Management System (AMS) End User Training Class is designed to provide participants with the skills and knowledge needed to effectively use the Cityworks AMS system in their day-to-day work. The course covers topics such as system navigation, data entry, reporting, and asset management processes.

Participants will learn how to navigate the system, search for and manage assets, and create and run reports. They will also gain an understanding of the system's work order management and asset tracking capabilities.

Throughout the course, participants will engage in hands-on exercises and real-world scenarios to reinforce their learning and build practical skills. They will have the opportunity to ask questions and receive feedback from experienced trainers.

Upon completion of the Cityworks AMS End User Training Class, participants will have a comprehensive understanding of the system and be equipped with the skills needed to effectively use it in their work. They will be able to confidently perform key tasks, such as managing assets, tracking work orders, and generating reports.

This training class is ideal for those who will be using the Cityworks AMS system in their day-to-day work, including field personnel, asset management staff, and maintenance workers.

Training will occur over 2 days

Deliverable Milestones:

a. User Training completed
b. Copy of training material used in training session delivered in digital format (PDF)
c. Go-live

TASK 6: ROLLOUT SUPPORT (ONSITE - 1 DAY)

Cityworks Asset Management System (AMS) Rollout Support Services provide ongoing assistance to ensure a smooth and successful deployment of the Cityworks AMS system. The services include troubleshooting, problem resolution, and ongoing technical support.

The support team is made up of experienced technicians who are knowledgeable in the Cityworks AMS system and its various components. They provide timely and efficient support to help resolve any issues or problems that may arise during the deployment process.

In addition to technical support, the roll-out support services also provide regular check-ins and follow-up to ensure that the system is running smoothly and meeting the needs of the organization. The support team can also provide recommendations and suggestions for optimizing system performance and enhancing the overall user experience.

Cityworks AMS Rollout Support Services are designed to help organizations ensure the successful implementation and adoption of the system. The services provide peace of mind and ensure that the organization is able to fully realize the benefits of the Cityworks AMS system.

This support is ideal for organizations that have recently deployed the Cityworks AMS system, or those that are planning a deployment in the near future. The services are designed to provide ongoing support to help ensure a successful and effective deployment.

Rollout Support will be On-Site 1 Day

1. Determine with department manager/champion what data/inboxes need to be displayed.
2. Build Dashboards – Build end user and management inboxes/dashboards
3. Cityworks Reconfiguration that needs completed based on Work Flow Meetings and Admin training.
4. Configuration of Mobile Apps

Deliverable Milestones:

    a. Onsite Roll Out Support

TASK 7: AD-HOC SUPPORT

Cityworks Ad-Hoc Post-Go Live Support is designed to provide organizations with additional support after the successful implementation of the Cityworks Asset Management System (AMS). This support is designed to assist with any ad-hoc issues that may arise after the system has been fully deployed.

The support team consists of experienced technicians who are knowledgeable in the Cityworks AMS system and its various components. They are available to provide assistance with any technical issues, answer questions, and provide guidance on system usage.

Cityworks Ad-Hoc Post-Go Live Support is designed to be flexible and tailored to meet the specific needs of each organization. The support can be provided on an as-needed basis, and can range from a few hours per week to full-time support.

This support is ideal for organizations that have recently deployed the Cityworks AMS system and are looking for additional support to help ensure the continued success and effective use of the system. The Ad-Hoc Post-Go Live Support provides peace of mind and helps organizations fully realize the benefits of their Cityworks AMS investment.   **Included**

1. Determine with department manager/champion what data/inboxes need to be displayed.
2. Build Inboxes – Build end user and management inboxes
3. Cityworks Reconfiguration that needs completed based on Work Flow Meetings and Admin training.
4. Configuration of Mobile Apps (if applicable licenses from Cityworks apply)
5. Crystal Report Development
6. Dashboards and KPI's

Deliverable Milestones:

a. Support as needed at negotiate rate (20 Hours included)

Firm Description & Project Organization

Centricity GIS, LLC is a leading provider of specialized services in the field of Field Asset Surveying, Geographic Information Systems (GIS), and Cityworks Ready software. Our team of experienced professionals offers a range of services, including consulting, training, staffing, and technical support.

With over 19 years of experience in GIS and 25 years in Cityworks implementation, we have established a reputation for delivering high-quality GIS and Cityworks implementation projects, particularly in the utility industry for Water, Sewer, Storm, Gas, and Electric. Our staff has extensive industry and technical expertise and is dedicated to providing clients with the best possible service and support.

At Centricity GIS, we are committed to setting the standard for excellence in our field, and we strive to provide clients with the tools and resources they need to achieve their goals. Whether you're looking for comprehensive support during the implementation process or ongoing technical support, we're here to help.

CENTRICITY GIS is a Dun & Bradstreet verified business (DUNS 08-085-9425).

Partners:
- Cityworks Business Partner Network
  - Gold Level Partner
- ESRI Silver Partner

Management

Mr. Brandon Wright, founder of Centricity GIS, LLC, graduated with a B.S. degree in Business Information Systems from the University of Colorado, USA. He has over 18 years of professional experience in Cityworks and GIS within the Asset Management industry and has successfully completed over 50 Cityworks related projects. Most of his project experience is in implementing Cityworks systems with government agencies throughout United States. His core competency is in implementing Cityworks Asset Management solutions for government agencies (Water, Wastewater, Parks & Rec, etc).

Mr. Wright manages the strategic planning, business development and company operations for CENTRICITY GIS. He also serves as client liaison officer on all the projects by overseeing scope, schedule, budget and time frame.

Specialties: Cityworks Ready Software, Asset Management, Data Conversion, and Project Implementation.

Software Skills

GIS Software: ArcGIS Desktop, ArcGIS Online, ArcGIS Server, ArcGIS Pro

Asset Management Software: Cityworks PLL and AMS

Databases: Access, SQL Server, Oracle, Geodatabase

Reporting Tools: Crystal Reports, SQL Server Reporting Services

Qualifications and Past Performance

The table below showcases the collective project experience of our highly skilled and knowledgeable team at Centricity GIS:

- Centricity GIS Reference Sites

Client	Implementation	Support	PLL	AMS	Reporting	Integrations
Moses Lake, WA	✓	✓	✓	✓	✓	✓
West Valley City, UT	✓	✓	✓	✓	✓	✓
Park City, UT	✓	✓		✓	✓	
Herriman, UT	✓	✓	✓	✓	✓	✓
Saratoga Springs, UT	✓	✓	✓	✓	✓	
Rancho Palos Verdes, CA	✓	✓		✓	✓	
Las Gallinas Valley Sanitary District, CA		✓		✓		
Redlands, CA	✓	✓	✓	✓	✓	✓
Cook County, IL	✓	✓	✓	✓	✓	
DDOT, Washington, DC	✓	✓		✓	✓	
Apex, NC	✓	✓		✓	✓	
Houston, TX	✓	✓		✓	✓	
Ruidoso, NM	✓	✓		✓	✓	

EDUCATION

Bachelor of Science Degree, Business Information Systems, University of Colorado

Brandon Wright
Founder/Project Oversight

Mr. Wright brings a wealth of knowledge and expertise to Centricity GIS, having over 19 years of experience providing Asset Management and GIS services to public agencies. With a focus on delivering quality and practical solutions, he has successfully directed and managed multiple asset management projects and has demonstrated the ability to address both logistical and technical challenges.

Before joining Centricity GIS, Mr. Wright spent 10 years working with Cityworks, where he honed his skills in database development and administration, map creation, and implementation and integration services. He has extensive experience in integrating GIS databases (SQL Server or Oracle) with other systems, including Asset Management Systems, Customer Billing, Document Management, and Work Orders.

In addition to these technical services, Mr. Wright provides system training and general IT consulting services. He is dedicated to ensuring the success of each project and providing clients with the support they need to fully utilize their GIS and Asset Management systems.

Summary of Skills

- Expertise using ESRI's ArcGIS software products, ArcGIS Desktop 10.x, ArcGIS Server, ArcGIS Online
- Experience in administration of Cityworks AMS & PLL
- Cityworks PLL and AMS Administration Training
- Expertise in Mapping, GIS Data Modeling, Systems Integration, Needs Assessments
- Over 10 years of Project Management experience
- Database experience with SQL Server, Oracle, and Microsoft Access

Representative Projects

- Moses Lake, Washington, Cityworks and PLL Implementation
- Rancho Palos Verdes, Cityworks Implementation
- Vista Irrigation District, Cityworks Implementation
- San Mateo, Cityworks Implementation
- Cook County, IL, Cityworks and PLL Implementation
- Saratoga Spring, UT, Cityworks and PLL Implementation
- Houston, TX, Cityworks Implementation/Expansion
- DDOT (Washington, D.C.), Cityworks Implementation/Expansion
- Columbia, SC, Cityworks Implementation/Expansion
- Lafayette, LA, Cityworks Implementation
- El Paso, TX, Cityworks Implementation/Expansion
- Apex, NC, Cityworks Implementation

Fee/Cost Proposal – Full Implementation

Task	Description	Total Cost
1	**Kickoff Workflow Review Meetings**	$ 2,500
	Workflow Meetings Meeting Notes	
2	**Initial Cityworks Database Configuration**	$ 23,000
	All groups as outlines in details section	
3	**Database Review (Remote)**	$ 2,000
	Meeting Notes and Action Items	
4	**Admin User Training (1 Day)**	$ 3,000
	Onsite Administrator Training for City Admins	
5	**End User Training (2 Days)**	$ 6,000
	Onsite End User Training for City Users	
6	**Rollout Support (1 Days)**	$ 3,000
	Onsite Support for End Users when system goes live	
7	**Ad-Hoc Support (up to 20 hours)**	$ Included
	Configuration Changes Admin Support Dashboards/KPI's Mobile App Configuration Any other Ad-Hoc Support that may be needed Crystal Report Development ***Used as needed at $200/hr***	
	Training and Onsite Visits (Core Implementation)	**$ 39,500**