



Legislation Details (With Text)

**File #:** 16-0323      **Version:** 1      **Name:** FM - Customer Service Modules  
**Type:** Contract      **Status:** CCIS  
**File created:** 3/31/2016      **In control:** City Council  
**On agenda:** 4/19/2016      **Final action:** 4/19/2016

**Title:** Recommendation to authorize City Manager to execute all documents necessary to amend Contract No. 33415 with AssetWorks, Inc., of Wayne, PA, for implementation of customer service, performance measures, and other software modules for the M-5 Fleet Management System, to increase the contract amount by \$53,910, for a total amount not to exceed \$353,010, and extend the contract term to June 30, 2017. (Citywide)

**Sponsors:** Financial Management

**Indexes:** Amendments, Contracts

**Code sections:**

**Attachments:** 1. 041916-C-7sr.pdf

| Date      | Ver. | Action By    | Action                 | Result |
|-----------|------|--------------|------------------------|--------|
| 4/19/2016 | 1    | City Council | approve recommendation | Pass   |

Recommendation to authorize City Manager to execute all documents necessary to amend Contract No. 33415 with AssetWorks, Inc., of Wayne, PA, for implementation of customer service, performance measures, and other software modules for the M-5 Fleet Management System, to increase the contract amount by \$53,910, for a total amount not to exceed \$353,010, and extend the contract term to June 30, 2017. (Citywide)

City Council approval is requested to authorize the City Manager to execute amendments to the contract with AssetWorks, Inc. (AssetWorks), to complete the system module implementation for the M-5 Fleet Management System and provide the training needed for its use by Fleet Services staff and user departments.

On February 4, 2014, the City Council adopted a Resolution authorizing the City Manager to execute a contract with AssetWorks, in an amount not to exceed \$254,400, to upgrade to the City’s Fleet Management System. On October 6, 2015, the City Council approved a contract amendment to add funds of \$44,700 and extend the term to June 30, 2016. AssetWorks holds all rights to the licensing, sales, distribution implementation, development, maintenance and support services to the M-5 Fleet Management System and is the only organization able to provide new modules and training on the web-based system.

The M-5 Fleet Management System’s “Go-Live” transition was completed on November 17, 2015. The system implementation was more labor-intensive than expected, due to extensive data cleanup that was necessitated by the lengthy time since the last system upgrade of 15 years ago. The manual processes involved, and the necessary assistance from AssetWorks to correct problems caused by the data variations, used the remaining contract hours that had been allocated to the implementation of additional modules. These modules, including

customer access, performance measures, and motor pool reservations, are important to the full rollout and implementation of the system and will enable its full efficiencies. The Fleet Services Bureau is requesting additional contract authority of \$53,910, for a total amount not to exceed \$353,010, for programming service hours, testing, and training services, and travel expenses, and to extend the contract through June 30, 2017.

This matter was reviewed by Deputy City Attorney Amy R. Webber on March 15, 2016 and by Budget Management Officer Victoria Bell on March 22, 2016.

City Council action is requested on April 19, 2016, to ensure that the contract extension and additional funds are in place expeditiously, and that the system implementation can continue without interruption.

The cost of this contract will not exceed \$353,010, and is budgeted in the Fleet Services Fund (IS 386) in the Financial Management Department (FM). The contract cost is funded by a combination of \$131,000 in one-time General Fund funding previously allocated for the system upgrade, and charges to non-General Fund departments through the Fleet MOUs in FY 14, FY 15 and FY 16. There is no local job impact associated with this recommendation.

Approve recommendation.

JOHN GROSS  
DIRECTOR OF FINANCIAL MANAGEMENT

APPROVED:

PATRICK H. WEST  
CITY MANAGER