



## Legislation Text

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**File #:** 20-0400, **Version:** 1

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Recommendation to authorize City Manager, or designee, to execute all documents necessary to amend Contract No. 34731 with Azteca Systems, LLC, of Sandy, UT, for providing software licensing, maintenance, and support, to increase the annual contract amount for the final year of the three-year term from \$52,995 to \$68,995, and authorize a 10 percent contingency in the amount of \$6,900, with the option to renew the contract for two additional one-year periods, for a revised annual contract amount not to exceed \$75,895. (Citywide)

City Council approval is requested to amend Contract No. 34731 with Azteca Systems, LLC, to increase the annual contract amount for the final year of the three-year term from \$52,995 to \$68,995, and authorize a 10 percent contingency in the amount of \$6,900, with the option to renew the contract for two additional one-year periods, for a revised annual contract amount not to exceed \$75,895.

On September 12, 2017, the City Council adopted Resolution No. 17-0095 and awarded a contract to Azteca Systems, LLC, in an annual amount not to exceed \$52,995 for three years, with the option to renew for two additional one-year periods, for continued use of their proprietary service request and work order management system, Cityworks.

Multiple City departments, including Public Works and Parks, Recreation and Marine Departments, use Cityworks to track assignments and completion of tasks, such as sidewalk repair, street maintenance activities, and tree trimming. Cityworks is also integrated with the City's GIS system, as well as the Go Long Beach (GOLB) mobile application.

As part of the City's current Customer Relationship Management (CRM) system implementation, staff seeks to enable integration between constituent requests received by the GOLB application and subsequent work orders generated within Cityworks. Integration is possible by procuring the Cityworks Application Programming Interface (API). The additional funding request will allow the City to purchase licensing, maintenance and support for the API component of Cityworks. Upon enabling the Cityworks API, the City's CRM product, Salesforce, will be able to send and receive data from the Cityworks platform.

This matter was reviewed by Deputy City Attorney Erin Weesner-McKinley on April 20, 2020, Deputy Finance Director Sandy Tsang-Palmer on April 17, 2020, and by Budget Management Officer Rhutu Amin Gharib on April 23, 2020.

City Council action is requested on May 12, 2020, to ensure licensing is obtained for current and future planned Cityworks functionality throughout the City.

The annual contract cost will not exceed \$75,895, which encompasses \$68,995 for licensing, maintenance, and support, and a 10 percent contingency of \$6,900. Sufficient funding for the new annual contract cost, including contingency, is budgeted in the General Services Fund Group in the Technology and Innovation Department (TI) and is recovered from client departments via the annual TI Memorandum of Understanding (MOU). This recommendation has no staffing impact beyond the normal budgeted scope of duties and is consistent with existing City Council priorities. There is no local job impact associated with this recommendation.

Approve recommendation.

LEA D. ERIKSEN  
DIRECTOR OF TECHNOLOGY AND INNOVATION

APPROVED:

THOMAS B. MODICA  
ACTING CITY MANAGER