Ivins City Staff Report
City Council Meeting 1/20/22

Agenda Item: Discuss and Consider Approval of Purchase of GIS-Asset Management-Work Order Management Software

Submitted by: Charles R. Gillette, P.E., Public Works Director and City Engineer

Recommended City Council Action:
Approve three year contract to purchase Cityworks GIS-Asset Management Software and expenditures as included in the contract for database implementation and annual subscription costs.

BACKGROUND:

Ivins City already uses GIS (Geographic Information Systems) software called ArcGIS made by ESRI to track assets of our water system, sewer system, storm drain system, and streets system. We are tracking approximately $100,000,000 worth (replacement value) of utility assets not including building and equipment. We also use this software to create nearly all our maps and not just maps of our water, sewer and street systems but also maps such as the land use map, the zoning map, and more. This software is essential, but it is limited in that the maps are mostly available only to those that reside in the office, and it is somewhat difficult to provide updated maps to field personnel.

Ivins City uses a work order management software called Iworq to manage maintenance and repair work orders. The Iworq software does have some mapping functions, but they are limited and difficult to connect to our GIS data. When you combine geographic data with your maintenance data, it is super powerful to inform management and maintenance crews of the best way to take care of assets.

Thus, the Public Works department has requested and received approval to budget for a "next level" software system that will combine these two powerful databases into an integral database and mapping that is available not only in the office but also to field personnel.

Ivins City seems to be crossing a threshold about right now from being a small city to a modest sized full service city that will definitely need better information systems that simplify things as much as possible that in the long run will save the city expenses as we grow our assets from the $100,000,000 now into the future. We know eventually such a software system is required. We respectfully request that we make this transition now.

FINDINGS AND ANALYSIS:

Ivins City has investigated two different systems that appear to be industry leaders in this technology. These are Cityworks and Cartegraphe. We evaluated both solutions. The pricing and the capabilities of both seemed very similar. We chose Cityworks since it seemed to have a closer relationship with ESRI and combining our GIS database together with the work order system. Here is a substantial list of nearby cities and districts that have adopted the software:

St George City
Las Vegas City
Salt Lake City
Greater Salt Lake County MSD
American Fork City
Blanding City
Salem City
Saratoga Springs City

Park City
West Jordan City
West Valley City
Logan City
South Salt Lake City
Sandy City

Murray City
Granger Hunter Improvement District
North Davis Sewer District
South Davis Sewer District
PineView Water
Snyderville Basin Reclamation District

We have contacted a few of these cities and have received very positive feedback that these systems are extremely valuable to help track and maintain valuable assets. We have also spoken to some cities that have tried Cartegraphe and then switched to Cityworks.

To setup and install the software requires the services of Centricity GIS, which is a partner to Cityworks. They have provided the cost proposal for these services. See attached, please note that the cost proposal provides a cost proposal for two products: AMS which stands for Asset Management System and PLL which stands for Permit, Licensing and Land. We are only requesting the purchase of the AMS system, also we may want to consider the PLL component at some point in the future, as connecting permitting to geographic data can also be very powerful.

SUPPORT MATERIALS:
Centricity GIS Cost Proposal for Database implementation from Cityworks
Powerpoint Presentation
Cityworks Quote for Software Subscription

FINANCIAL IMPACT:
This expense is included in the budget approved by the City Council for FY2023

Cityworks AMS Software subscription costs (see attached quote) are budgeted as follows:

Fund	GL Code	FY2022	FY2023	FY2024
General Fund (Streets)	10-6021.5	$1,000	$1,500	$1,500
Water Fund	51-4021.5	$5,000	$7,500	$7,500
Sewer Fund	52-4021.5	$3,000	$4,500	$4,500
Storm Drain Fund	53-4021.5	$1,000	$1,500	$1,500
	Totals:	$10,000	$15,000	$15,000

Centricity GIS one-time AMS setup and implementation costs of $27,000 are budgeted as follows:

Fund	GL Code	FY2022
General Fund (Streets)	10-4274.4	$6,750
Water Fund	51-4074.4	$10,800
Sewer Fund	52-4074.4	$8,100
Storm Drain Fund	53-4074.4	$1,350
	Totals:	$27,000

Respectfully Submitted:

Charles Gillette, P.E., Public Works Director & City Engineer

Content Review:

Dale Coulam, City Manager



Centricity GIS
ASSET MANAGEMENT SERVICES

PROPOSAL

Cityworks AMS & PLL Implementation Services

Prepared for:

Melinda Gibson
Ivins City, Utah
55 North Main Street
Ivins, UT 84738

August 23, 2021

CONTACT:

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

Cityworks
Partner Network

Table of Contents

Table of Contents 2
Cover Pages/Executive Summary 3
Firm Description & Project Organization 5
Qualifications and Past Performance 10
Project Implementation Schedule 12
Cost Proposal 13
Total Cost Summary 15
Appendix A – Scope of Work AMS (Asset Management) 16
Appendix B – Scope of Work PLL (Permitting) 23

Cover Pages/Executive Summary

August 23, 2021

Subject: Cityworks AMS & PLL Implementation

Melinda:

This proposal is for providing implementation services for the Cityworks AMS & PLL solution. The Cityworks solution is wholly unique because it is the only system that completely leverages your GIS records throughout your work process. In other words, we will use your map data as the system of record, rather than try to sync your GIS records with your asset management database.

We have recently worked with other Cities in Utah to replace their Asset Management and Permitting systems with Cityworks. We replaced iWorq at Salem City, UT with Cityworks PLL (Core Fundamentals Implementation) to further enhance their GIS and Permitting system. Additionally, we are currently working with American Fork City to replace Elements with Cityworks AMS and PLL for both Asset Management and Work Management.

Centricity GIS is a Cityworks Business Partner and is based in Cedar Hills, Utah. I previously worked for Cityworks and have over 18 years of experience in completing Cityworks implementation projects.

This proposal includes the following services:

- AMS (Asset Management) Implementation (Appendix A – Scope Details)
- PLL (Permitting) Implementation (Appendix B – Scope Details)

We are very excited about this opportunity. Please let me know if you have any questions or concerns regarding this proposal.

Sincerely,

Brandon Wright
Founder | President
801-376-8160

About Centricity GIS

Introduction
Centricity GIS, LLC is a GIS Consulting company offering implementation, data, and application development services. Our founder, Brandon Wright, has 15 years of experience in GIS, Asset Management, and systems integration. All of our technical staff have at least 5 years of expertise in their discipline.

In addition to providing services for specific projects, we are also able to augment an agency's staff by providing resources such as programmers, analysts, and technicians on site.

Centricity GIS is a Cityworks Business Partner specializing in CMMS and GIS services for public agencies such as Cities, Counties, and Water Agencies. As a partner, we specialize in the implementation of Cityworks and ESRI technologies. From out of the box using Esri's ArcGIS for Local Government solutions to custom PLL implementations, we can help agencies realize their return on investment as quickly as possible.

We are located in Cedar Hills, Utah, about 30 minutes from Cityworks headquarters.



Experience.

Centricity GIS is a full-service, multidisciplinary asset management and asset management system consulting firm. We provide consulting services to municipal governments and private and public utilities.

Our project team will use tried and true implementation strategies that focus on your business processes and workflows, system requirements and training.

Centricity GIS has performed over 50 unique Cityworks implementations over nearly 17 years in the Asset Management and Asset management Industry. The flexibility and power of the Cityworks platform correlates with our extensive knowledge in system design and implementation.

Our business process knowledge in asset management allows us to be efficient and effective during all of the phases of implementation.

Centricity GIS has in house developers that focus on core Cityworks integrations and development tools. We have a history of integrating with Cityworks for many types of systems including:

- Customer Account Information
- Financial Systems
- Utility Billing
- SCADA
- AVL
- Citizen Reporting

Firm Description & Project Organization

Centricity GIS, LLC is a multi-service organization providing specialized services in Field Asset Surveying, Geographic Information Systems (GIS) and application software services. CENTRICITY GIS provides professional services including consulting, training, staffing and technical support.

We continue to set the standard for high quality GIS Centric and Cityworks implementation projects, especially in utility industry for Water, Sewer, Storm, Gas and Electric backed by staff with a wide range of industry and technical experience having over 15 years of experience in GIS and 25 years in Cityworks implementation.

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

Partners:

- Cityworks Business Partner Network
- **ESRI Silver Partner** - Customer #: 609367

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 16 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: Asset Management, Data Conversion, and Project Implementation.

PROJECT MANAGEMENT APPROACH:

The CENTRICITY GIS President and Project Manager will attend progress meetings with the District team to provide status updates for on-going tasks. CENTRICITY GIS will also submit monthly progress reports and invoices, accompanied with a detailed delivery report.

Deliverables

- Monthly progress report
- Monthly invoice with detailed delivery report

Software Skills

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

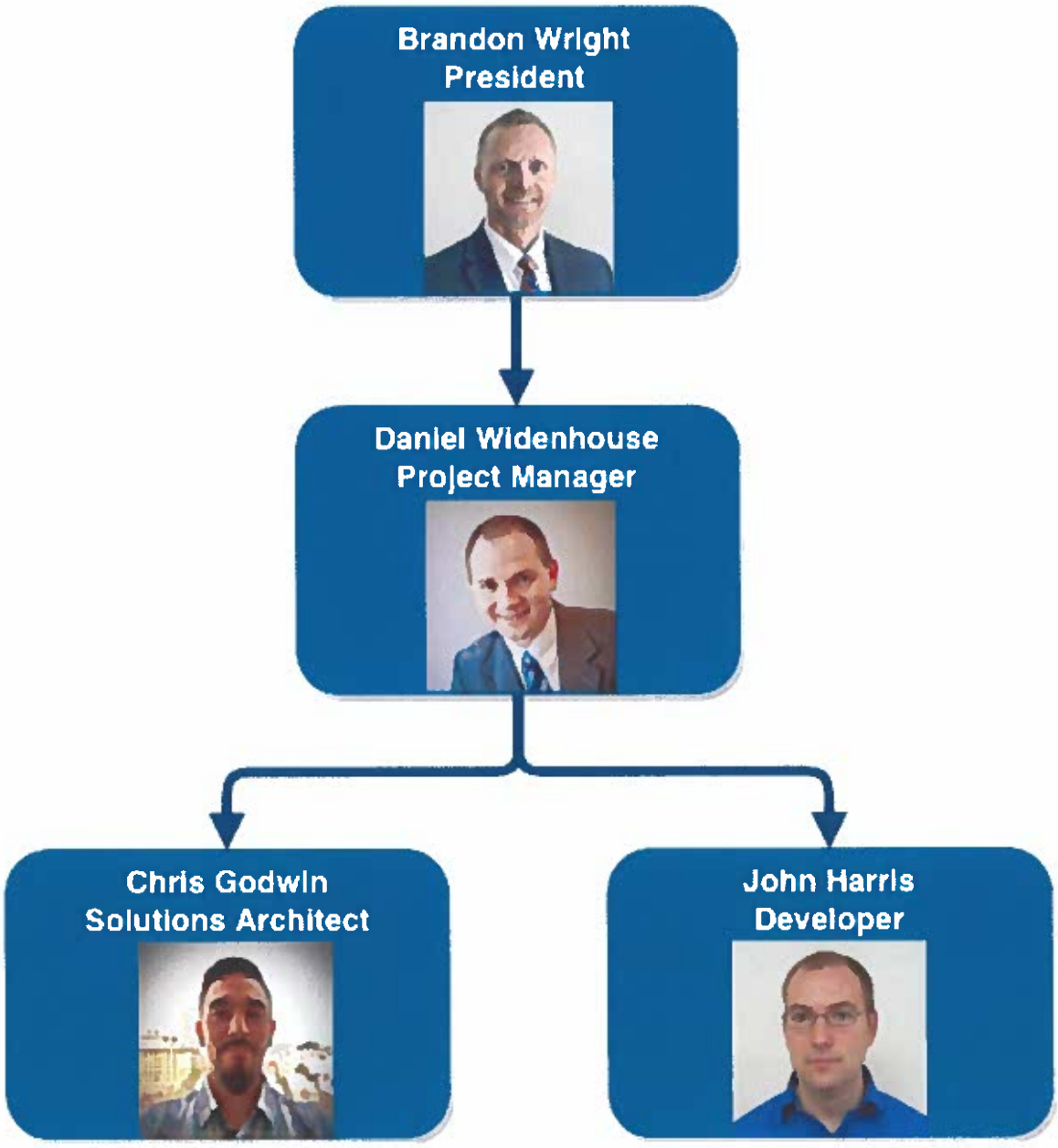
Asset Management Software: Cityworks PLL and AMS

Databases: Access, SQL Server, Oracle, Geodatabase

Reporting Tools: Crystal Reports, SQL Server Reporting Services

Centricity GIS

Organizational Chart



EDUCATION

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



Brandon Wright
Founder/Project Oversight

Mr. Wright has over 10 years of experience providing Asset Management and GIS services to public agencies. Mr. Wright has been responsible for directing asset management projects and addressing logistical and technical concerns. Prior to working at Centricity GIS, Mr. Wright worked Cityworks for 10 years.

Services include database development/administration and maintenance, map creation, needs assessment, implementation and integration. Integration services include integrating GIS databases (SQL Server or Oracle) with other systems such as Asset Management Systems, Customer Billing, Document Management and Work Orders. He also provides system training, and general IT consulting services.

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 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
- City of Dixon, CA, Cityworks Implementation
- Rancho Palos Verdes, Cityworks Implementation
- American Fork City, UT, 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

EDUCATION

MA Degree, Public Administration, University of North Carolina – Chapel Hill

BA Degree, Political Science, Brigham Young University - Idaho



Daniel Widenhouse
Product/Project Manager

Mr. Widenhouse has over 7 years of experience providing Asset Management and GIS services to public agencies. Mr. Widenhouse has been responsible for overseeing and directing asset management and permitting projects. Prior to working at Centricity GIS, Mr. Widenhouse has worked for several public agencies including City of Saratoga Springs, UT and Rexburg, ID and administered their PLL and AMS systems.

His experience includes PLL and AMS Administration, Cityworks Suite of products. Database development/administration and maintenance, map creation, needs assessment, implementation and integration. Project Management skills. Document Management and Work Orders. He also provides system training, and general IT consulting services.

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 Administration
- Database experience with SQL Server, Oracle, and Microsoft Access

Representative Projects

- Saratoga Spring, UT, Cityworks and PLL Implementation
  - Implemented Cityworks PLL across Building, Planning, Capital Facilities, and Engineering departments. Built over 150 workflows, 70 case template types, and over 400 task types.
  - Implemented Cityworks AMS across Water, Sewer, Streets, and Parks departments.
  - Trained users on Office, Fields, and Mobile modes.
  - Trained admin users in Designer and PLL Admin.
  - Developed over 50 Crystal Reports for analytics and reporting needs.
  - Integrated Cityworks with CitySourced
- City of Redlands, CA , Cityworks and PLL Implementation
  - Created over 10 checklists for application review workflows in Cityworks PLL.
  - Wrote technical training materials for basic and admin users.
- City of Moses Lake, WA , Cityworks and PLL Implementation
  - Wrote Crystal reports for reporting to supervisors.
  - Developed PLL workflows and case types for the City.

Qualifications and Past Performance

The following table shows the combined project experience of our team.

- 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	✓	✓		✓	✓	

Client Reference No. 1 - Existing	
Name	City of Moses Lake, Washington
Number of Employees	300+
Population	24,009 (2018)
Contact Name	Cindy Smith
Contact Title	GIS Program Manager
Contact Telephone Number	509-764-3754
Contact E-Mail Address	csmith@cityofml.com
Products, Modules, Services Provider by Proposer	Cityworks AMS and PLL. Citywide Implementation. Building, Planning, Fire, Code Enforcement.
Implementation Kick Off Date	February 2020
Go Live Date	Feb 15, 2020
Client Reference No. 2 - Existing	
Name	Salem City, UT
Number of Employees	50+
Population	8500
Contact Name	Bruce Ward
Contact Title	Engineering Director
Contact Telephone Number	801-423-2770 x207
Contact E-Mail Address	brucew@salemcity.org
Products, Modules, Services Provider by Proposer	Cityworks PLL
Name of prior replaces/upgraded system	iWorq
Client Reference No. 3 - Existing	
Name	American Fork City, UT
Number of Employees	100+
Population	10000
Contact Name	Rebecca Andrus
Contact Title	City Engineer
Contact Telephone Number	801-763-3000 x655
Contact E-Mail Address	randurs@americanfork.gov
Products, Modules, Services Provider by Proposer	Citywide Cityworks AMS & PLL
Name of prior replaces/upgraded system	Elements

Project Implementation Schedule

The schedule to complete this project is below.

We are prepared to begin work on this project upon your Authorization to Proceed and will coordinate with you, as required.

AMS Schedule

Task	Description	Month 1	Month 2	Month 3	Month 4
1	Workflow Review (Kickoff) Meetings				
2	Initial Cityworks AMS Configuration				
3	Database Review Meeting				
4	Admin User Training				
5	End User Training				
6	Rollout Support				
7	Blue Stakes				
8	Ad-Hoc Support				

PLL Schedule

Task	Description	Month 1	Month 2	Month 3	Month 4	Month 5
1	Workflow Review (Kickoff) Meetings					
2	Initial Cityworks AMS Configuration					
3	Database Review Meeting					
4	Admin User Training					
5	End User Training					
6	Rollout Support					
7	PLL Portal Setup					
8	Ad-Hoc Support					

Cost Proposal

AMS Implementation

Task	Description	Total Cost
1	**Workflow Review Meetings (1 Day Onsite)**	$ 1,500
	Workflow Meetings Meeting Notes	
2	**Initial Cityworks Database Configuration**	$ 15,000
	All groups as outlines in details section	
3	**Database Review (1 Days Onsite)**	$ 1,500
	Meeting Notes and Action Items	
4	**Admin User Training (1 Day Onsite)**	$ 1,500
	Onsite Administrator Training for District Admins	
5	**End User Training (3 Days Onsite)**	$ 4,500
	Onsite End User Training for District Users	
6	**Rollout Support (2 Days Onsite)**	$ 3,000
	Onsite Support for End Users when system goes live	
7	**Centricity Locates (Blue Stakes Integration)**	Included/ Optional
	Setup and 1st Year of Service included ***Annual subscription rate of $4,500/yr (begins after first year)***	
8	***Ad-Hoc Support (40 hours)**	Included
	Configuration Changes Admin Support Additional Dashboards/KPI's Additional Mobile App Configuration Any other Ad-Hoc Support that may be needed	
Total	**AMS Training and Onsite Visits (Core Implementation)**	**$ 27,000**

**Additional ongoing support can be purchased (after Line Item 8 is exhausted) at $150/Hr. Billed Time and Material as needed after the initial 40 hours included in proposal are exhausted.*

PLL Core Fundamentals Implementation

Task	Description	Total Cost
1	**Workflow Review Meetings (1 Day Onsite)**	$ 1,500
	Workflow Meetings Meeting Notes	
2	**Initial Cityworks Database Configuration (Remote)**	$ 18,000
	All groups as outlines in details section	
3	**Database Review**	$ 1,000
	Meeting Notes and Action Items	
4	**Admin User Training (1 Day Onsite)**	$ 1,500
	Onsite Administrator Training for City Admins	
5	**End User Training (2 Days Onsite)**	$ 3,000
	Onsite End User Training for City Users	
6	**Rollout Support (2 Days Onsite)**	$ 3,000
	Onsite Support for End Users when system goes live	
7	**PLL Portal Setup (Cityworks Public Access Portal)**	$ 5,000
	Setup PLL Public Access Portal for Cityworks	
8	***Ad-Hoc Support (40 hours)**	$ Included
	Configuration Changes Admin Support Dashboards/KPI's Mobile App Configuration Any other Ad-Hoc Support that may be needed Crystal Report Development	
Total	**PLL Training and Onsite Visits (Core Implementation)**	**$ 33,000**

**Additional ongoing support can be purchased (after Line Item 8 is exhausted) at $150/Hr. Billed Time and Material as needed after the initial 40 hours included in proposal are exhausted.*

Total Cost Summary

Cityworks Licensing and Centricity GIS Implementation

Centricity GIS Implementation - 3 Year Costs

Year	Description	Total Cost
1	**Year 1 Cityworks AMS and PLL Implementation**	**$ 60, 000**
	• Cityworks AMS and PLL Implementation • Blue Stakes Integration setup and first year of service included (Optional)	
2	**Year 2 Blue Stakes Integration for Cityworks (Optional)**	$ 4,500
	• Annual fee of $4,500	
3	**Year 3 Blue Stakes Integration for Cityworks (Optional)**	$ 4,500
	• Annual fee of $4,500	
	Total 3 Year Blue Stakes Integration Costs	**$ 69,000**

Appendix A – Scope of Work AMS (Asset Management)

AMS (Asset Management) Scope of Work

This scope of work identifies the tasks required for the successful improvement of the City's current Cityworks implementation. Centricity GIS understands that the following requirements have been identified by the City, and will be included in implementation:

- Workflow Review/Kickoff Meetings (Onsite)
- Initial Cityworks AMS Database Configuration
    - Service Requests, Work Orders, Inspections Setup
        - Public Works
    - Employees, Materials & Equipment
    - Reports (up to 5 custom reports)
- Review of Configured Database (Onsite)
- Admin User Training (Onsite)
- End User Training (Onsite)
- Rollout Support
- Ad-Hoc Support
- Blue Stakes Integration for Cityworks (Centricity Locates)

The following tasks are included in this scope of work:

TASK 1: WORKFLOW REVIEW/KICKOFF MEETING (ONSITE - 2 DAYS)

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

Tasks:

1. Meet with District staff to review and understand the City workflows for Cityworks AMS.
2. Get documentation from City that will provide the basis for the AMS configuration.
    a. Print Documents, Reports, Diagrams, Etc.

Deliverable Milestones

a. Meeting Notes

TASK 2: INITIAL CITYWORKS DATABASE CONFIGURATION

Configuration of Cityworks system and database.

Tasks:

1. Cityworks Database Configuration for:
   - Public Works
2. Workflows
   - Service Requests
   - Work Orders
   - Inspections
   - Contractors
   - Employees, Material, Equipment
   - Etc.
3. Reports – Up to 5 Custom Crystal Reports (Integrated into Cityworks)
4. GIS Integration
5. Field Module Setup

Deliverable Milestones:

a. Configured Database

TASK 3: REVIEW OF CONFIGURED DATABASE (ONSITE – 2 DAYS)

Meet with City staff to review workflows and Cityworks setup that has been configured.

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)

Centricity GIS will provide onsite training for the primary, or "Administrator" users of Cityworks. The City will provide the training facility and computers necessary for staff use.

Following the training of Administrator users, Centricity GIS will conduct a "Train-the-Trainer" style session with key department staff. The purpose of this training is to provide knowledge and steps necessary to train all other field personnel who will use the system.

Training will occur over 1 day

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 – 3 DAYS)

Centricity GIS will provide onsite training for the primary, or "End Users" of Cityworks. The City will provide the training facility and computers necessary for staff use.

The purpose of this training is to provide knowledge and steps necessary to train all other field personnel who will use the system.

Training will occur over 5 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 - 2 DAYS)

After the configuration, installation and training phases have concluded, we will provide Onsite rollout support.

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: BLUE STAKES INTEGRATION FOR CITYWORKS (CENTRICITY LOCATES)

After Cityworks has been setup, Centricity GIS will deploy our Centricity Locates solution and include the first year of Centricity Locates service at no charge. Centricity Locates is a cloud based (Azure) integration that pushes all Blue Stakes tickets directly into Cityworks AMS and creates the marking area Polygon in the GIS and ties the GIS marking area polygon to the Cityworks Work Order. This process makes Cityworks the system of record for your Blue Stakes tickets as well as the rest of your asset management.

1. Setup, Configuration and deployment of the Blue Stakes integration for Cityworks.
2. Hosting of Blue Stakes Integration (Cloud based (Microsoft Azure))

Deliverable Milestones:

a. Centricity Locates deployed

TASK 8: AD-HOC SUPPORT

After the configuration, installation and training phases have concluded, we will provide troubleshooting and support services. **Used as needed up to 40 hours.**

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

Deliverable Milestones:

a. Support as needed at negotiated rate
b. Billed Time and Material as used.

Appendix B – Scope of Work PLL (Permitting)

PLL (Permitting) Approach and Methodology

CENTRICITY PLL CORE FUNDAMENTALS IMPLEMENTATION

Centricity GIS understands that the following requirements have been identified by the County, and will be included in implementation and propose the ***Centricity PLL Core Fundamentals PLL Implementation***:

- Workflow Review Meetings (Onsite)
- Initial Cityworks Database Configuration
  - Workflows (Centricity PLL Core Fundamentals) plus **Business Licensing & Code Enforcement**
    - Building Permits
    - Planning & Zoning Permits
    - Land Development
  - Crystal Reports (Up to 10 Custom PLL Reports)
  - Fees
  - Contractors
- Review of Configured Database (Onsite)
- Admin User Training (Onsite)
- End User Training (Onsite)
- Rollout Support
- Ad-Hoc Support
- PLL Portal for Cityworks

The following tasks are included in this scope of work:

TASK 1: WORKFLOW REVIEW MEETING (ONSITE - 1 DAY)

Meet with City staff to review workflows that will be created and configured in the **Cityworks PLL Core Fundamentals implementation**.

Tasks:

3. Meet with City staff to review and understand the City workflows for PLL
4. Get documentation from City that will provide the basis for the PLL configuration.
    a. Print Documents
    b. Reports
    c. Diagrams
    d. Etc

Deliverable Milestones

a. Meeting Notes

TASK 2: INITIAL CITYWORKS DATABASE CONFIGURATION

Configuration of PLL workflows into Cityworks.

Tasks:

6. Cityworks Database Configuration
7. Workflows (Centricity PLL Core Fundamentals)
    a. Building Permits
    b. Planning & Zoning Permits
    c. Land Development
8. Fees
9. Contractors
10. Notifications
11. Reports
12. Inbox/Dashboards
13. GIS Integration
14. Field Module Setup

Deliverable Milestones:

a. Configured Database

TASK 3: REVIEW OF CONFIGURED DATABASE (REMOTE)

Meet with City staff to review workflows and Cityworks setup that has been configured.

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)

Centricity GIS will provide onsite training for the primary, or "Administrator" users of Cityworks. The City will provide the training facility and computers necessary for staff use.

Following the training of Administrator users, Centricity GIS will conduct a "Train-the-Trainer" style session with key department staff. The purpose of this training is to provide knowledge and steps necessary to train all other field personnel who will use the system.

Deliverable Milestones:

a. Admin and User Training completed
b. Copy of training material used in training session delivered in digital format (PDF)
c. Days Onsite determined by Project Manager and City

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

Centricity GIS will provide onsite training for the primary, or "End Users" of Cityworks. The City will provide the training facility and computers necessary for staff use.

The purpose of this training is to provide knowledge and steps necessary to train all other field personnel who will use the system.

Deliverable Milestones:

a. User Training completed
b. Copy of training material used in training session delivered in digital format (PDF)
c. Days Onsite determined by Project Manager and City
d. Go-live

TASK 6: ROLLOUT SUPPORT (ONSITE - 2 DAYS)

After the configuration, installation and training phases have concluded, we will provide Onsite rollout support.

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

Deliverable Milestones:

a. Onsite Roll Out Support

TASK 7: PLL PORTAL SETUP

After the configuration, installation and training phases have concluded, we will setup PLL Public Access Portal for Cityworks PLL.

1. Setup of PLL Public Access Portal
2. Testing

Deliverable Milestones:

a. PLL Portal Setup

TASK 8: AD-HOC SUPPORT

After the configuration, installation and training phases have concluded, we will provide troubleshooting and support services. **Used as needed up to 40 hours.**

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 up to 40 hours

CENTRICITY PLL CORE FUNDAMENTALS IMPLEMENTATION DETAILS

Timeline

The following is an estimated and example timeline for the implementation.
Note: individual circumstances will necessitate adjustments in the schedule.

Templates

The following are templates that are included as part of the Cityworks PLL Core Fundamentals Implementation:

Planning & Zoning

- Preliminary Plat
- Final Plat
- Site Plan
  - Commercial
  - Residential
- General Plan Amendment
- Annexation
- Zone Change
- Appear Before Legislative Body
  - P&Z Commission
  - Development Review Committee
  - City Council

Building

- Single Family Residential
- Basement
- Sign
- Multi-family
  - Condominium
  - Townhome
- Commercial
- Accessory Building

Engineering

- Land Disturbance
- Construction/Development
- Excavation

Business Licensing

- As defined by Ivins City

Code Enforcement

- As defined by Ivins City

Reports

Application Review
Building Plan Review
General Plan Review
Partial Bond Release Form
Receipt
Invoice
Certificate of Occupancy
Inspection Form
SWPPP Compliance Form (Utah Form)

Public Access Portal

All templates and notifications are set up for instant access to a public access portal, including the following:

- Case Template categories
- Notifications
- Asset selection

Cityworks®

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Trimble

esri Partner Network Platinum

Return on Investment



Reduce or eliminate duplication

- In Data Management
- In Day to Day Work

Cityworks

#mycityworks

Cityworks Enables Smart Communities

"When you provide effective GIS-centric tools to your employees and residents, you empower them to collect, visualize, and share, valuable asset data."

-Brian Haslam, Cityworks president and CEO



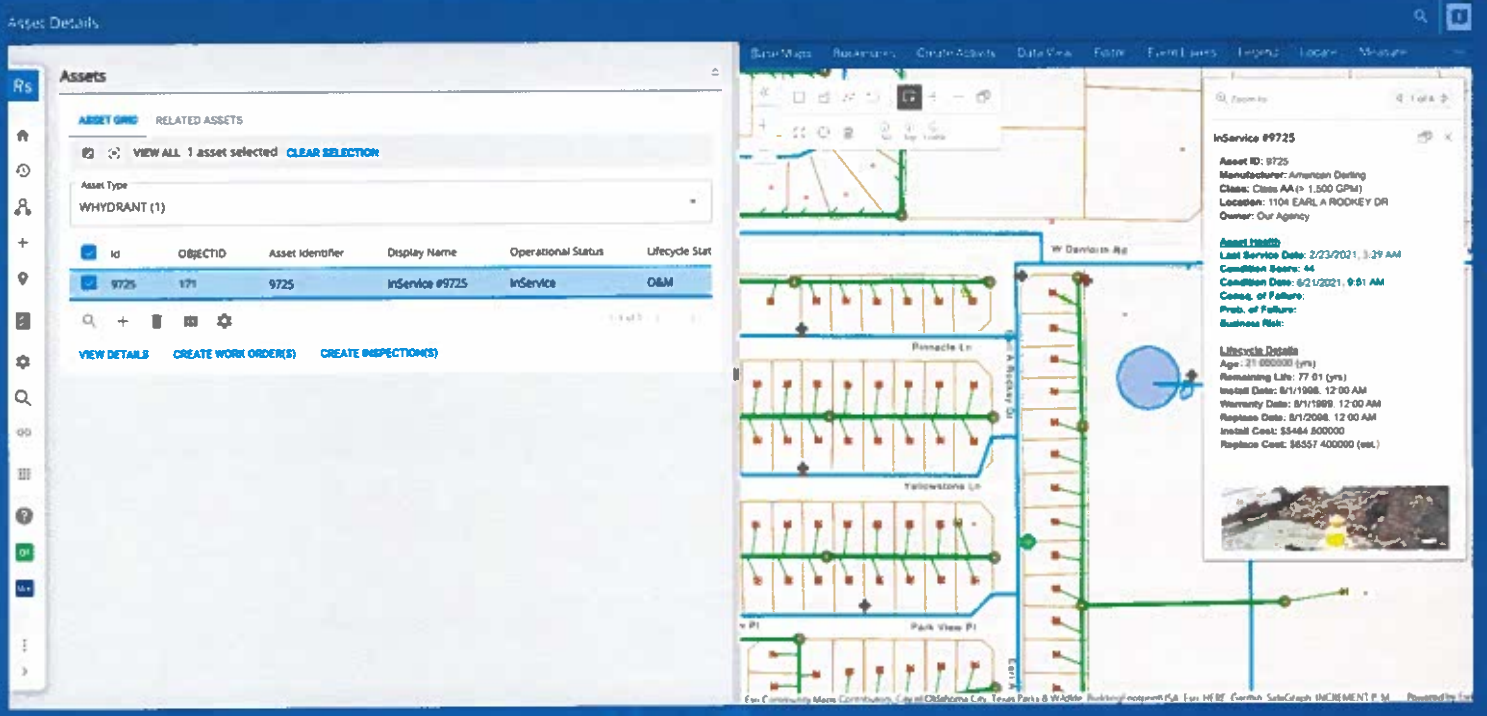
Cityworks Users

- **Public Works**
- **Utilities**
- **Permits & Code Enforcement**
- **Community Services**

Cityworks

GIS Professionals

- Leverage existing GIS
- No redesign of GIS
- Standardized GIS tools
- Use web base maps
- Published web maps

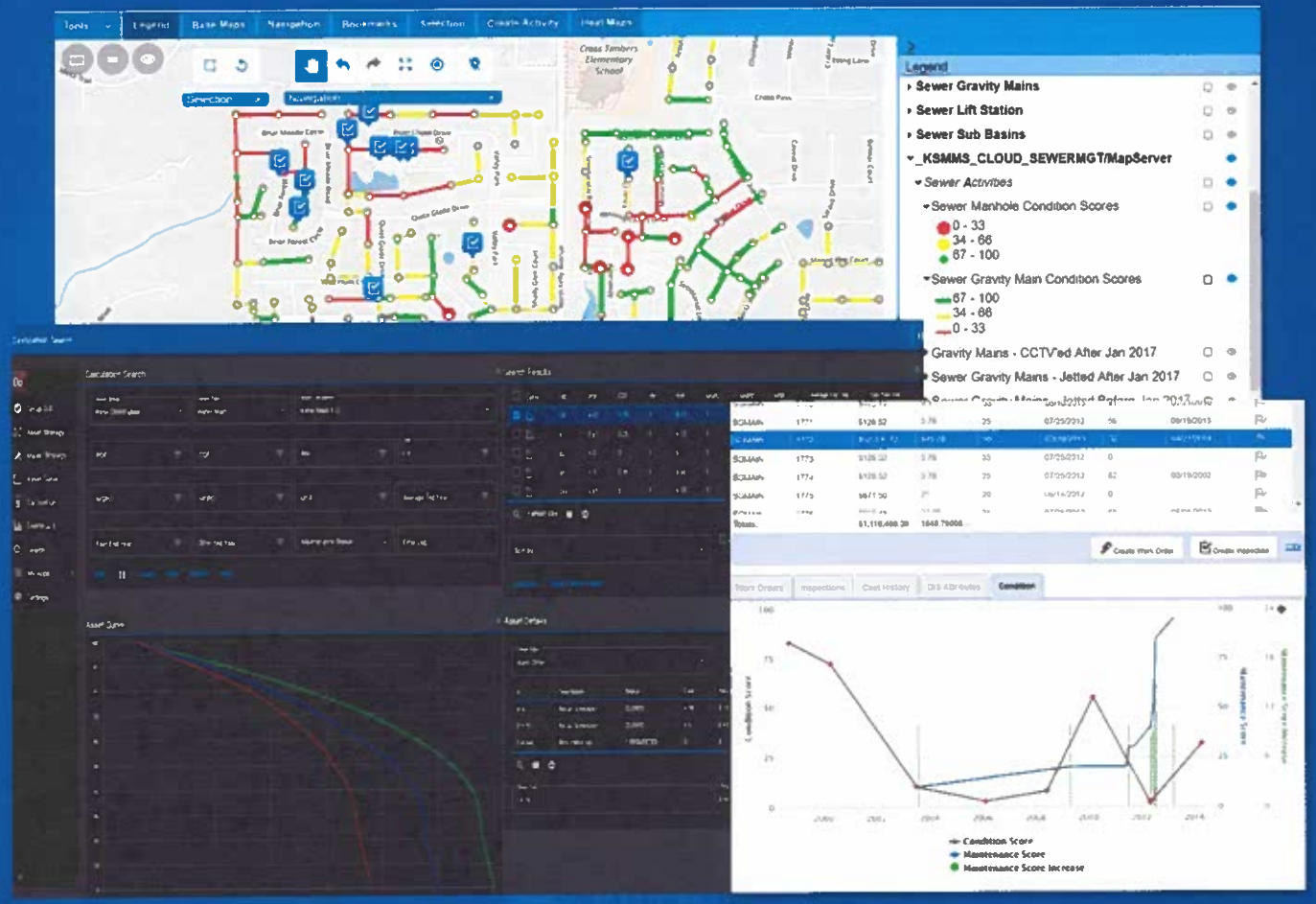


Cityworks defined
GIS-CENTRIC CMMS

Cityworks
Empowering GIS

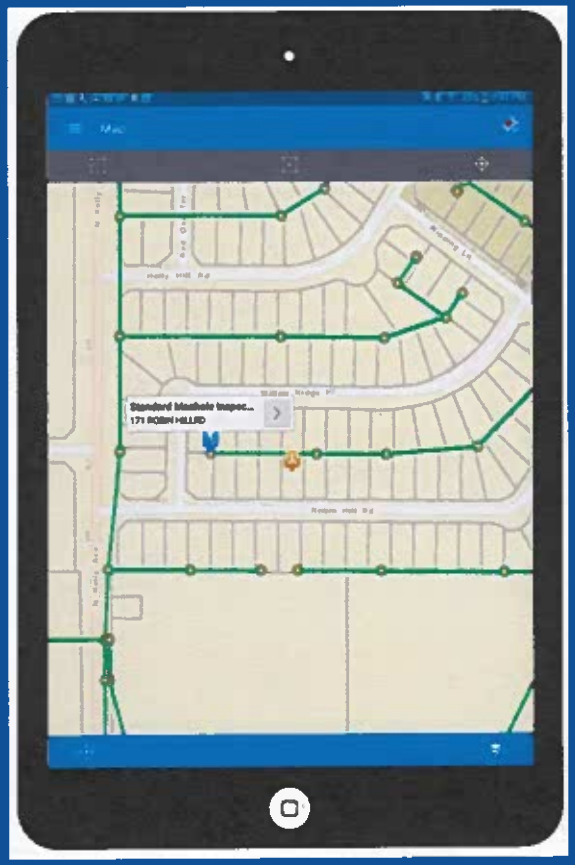
Operations – Asset Maintenance Management

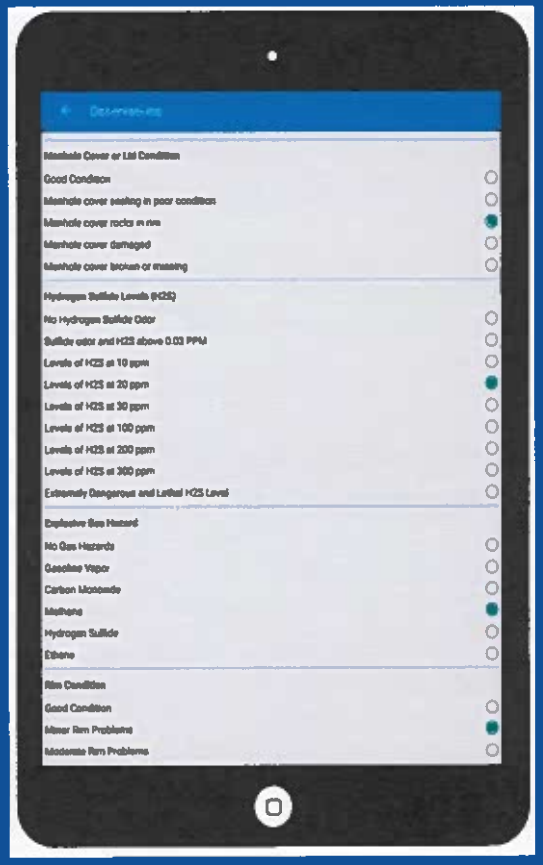
- Dispatching
- True capture of costs
- Accountability
- Prioritization of work
- Asset value vs maintenance
- Resource management
- Query and reporting
- Workload management
- Asset Curves
- Asset COF,POF, BRE
- Maintenance Strategies



Work Force – Cityworks Mobile

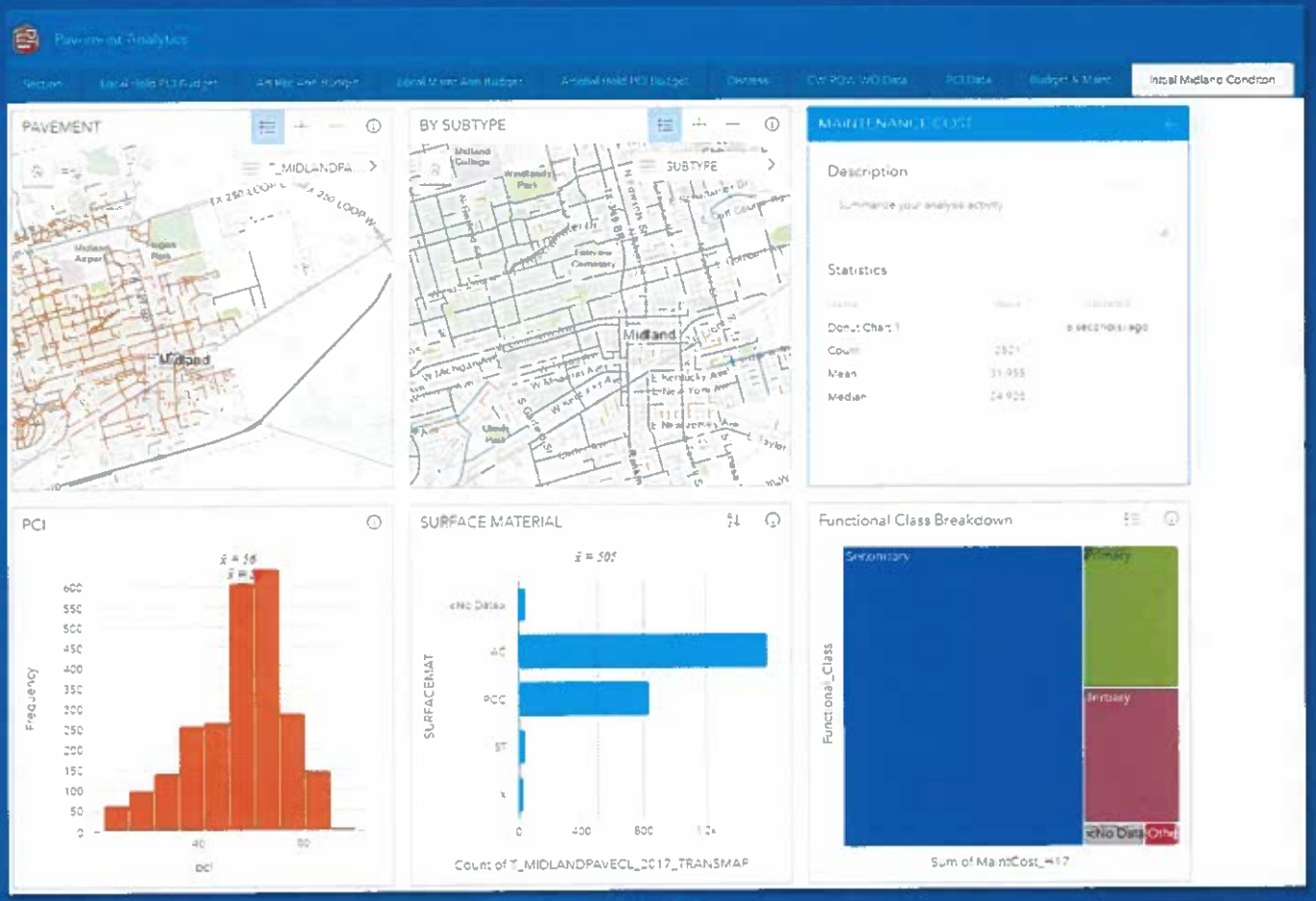
- Ease of use
- Paperless
- Real time dispatching
  - Service calls
  - Investigation
- Paperless inspections
  - With condition score
- Record Work Order costs
  - Labor
  - Material
  - Equipment





Executives

- Key Performance Indicators (KPIs)
- Budgeting
- Staffing resources
- Contract management
- Formatted reports
- Custom query and ad-hoc reports
- Resource management





Return on Investment using Cityworks

- ✓ Operational efficiencies
- ✓ Pavement management
- ✓ FEMA Reporting
- ✓ Budgeting
- ✓ Inventory management
- ✓ Risk based asset management – Prioritized work

Cityworks
Empowering GIS

Examples: Operational Efficiency

1. Avoid duplicative tasks
   - Streets being dug up multiple times
   - Reduce unnecessary trips by field workers
     - Mountain Water Regional (UT) is a large and geographically distributed district; before implementing Cityworks field workers would make numerous unnecessary trips; unaware of what materials they may need to complete a work order, workers would drive to site and assess needs, leave site to pick up materials, return to site to complete work order, etc.
   - Duplication of data entry, digital vs. paper

2. Less time on administration, more on doing actual work
   - Able to do more work orders / inspections per day
   - Many public works have all-hands meetings at the start of the day to assign work; highly unproductive use of time during which the entire department is completing 0 work

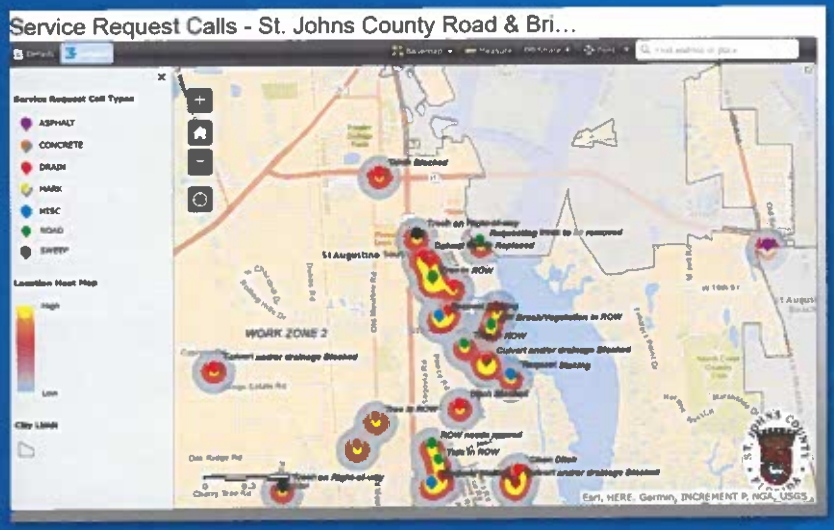
3. Quicker and more accurate reporting
   - St. Johns County (FL) after Hurricane Irma, had their FEMA reports submitted and reimbursed within a few months whereas for most other counties it took 1+ year to even compile the data

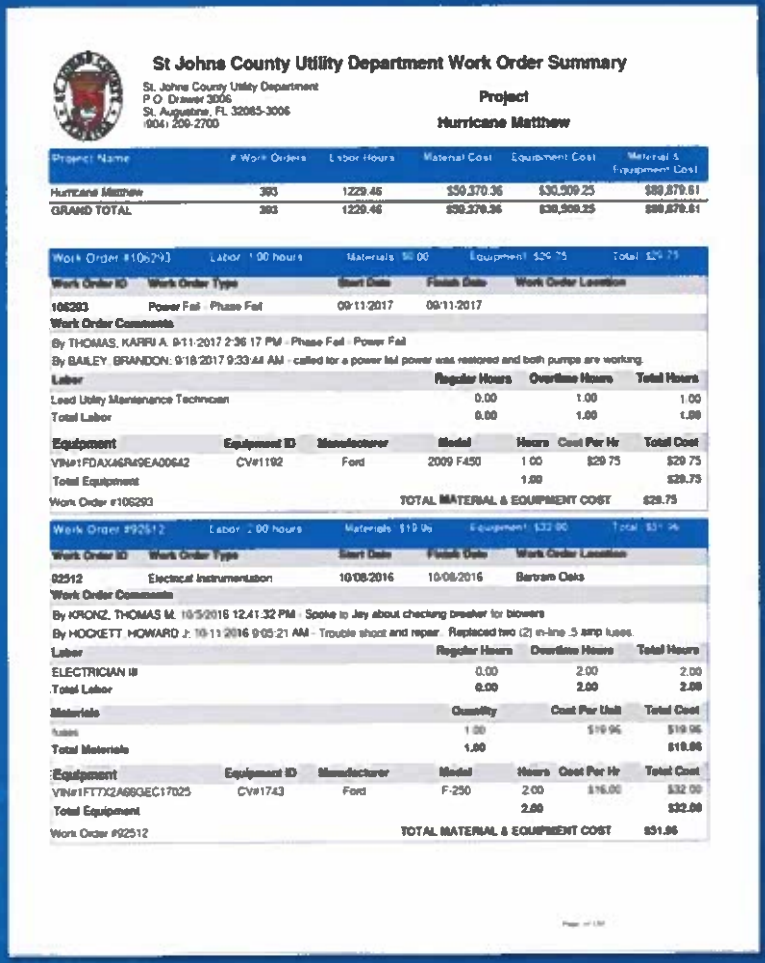
Cityworks
Empowering GIS

ROI with FEMA

FEMA Events

- Manage activities
- Notify citizens or officials
- Capture costs related to storm
- Print FEMA reports and GO





St Johns County Utility Department Work Order Summary

St. Johns County Utility Department
P O Drawer 3006
St. Augustine, FL 32085-3006
(904) 209-2700

Project
Hurricane Matthew

Project Name	# Work Orders	Labor Hours	Material Cost	Equipment Cost	Material & Equipment Cost
Hurricane Matthew	393	1229.46	$50,370.36	$30,309.25	$80,679.61
GRAND TOTAL	393	1229.46	$50,370.36	$30,309.25	$80,679.61

Work Order #106293 Labor 1.00 hours Materials $0.00 Equipment $29.75 Total $29.75

Work Order ID	Work Order Type	Start Date	Finish Date	Work Order Location
106293	Power Fail - Phase Fail	09/11/2017	09/11/2017	

Work Order Comments

By THOMAS, KARRI A. 9/11/2017 2:36:17 PM - Phase Fail - Power Fail

By BAILEY, BRANDON: 9/18/2017 9:33:44 AM - called for a power fail power was restored and both pumps are working.

Labor	Regular Hours	Overtime Hours	Total Hours
Lead Utility Maintenance Technician	0.00	1.00	1.00
Total Labor	0.00	1.00	1.00

Equipment	Equipment ID	Manufacturer	Model	Hours	Cost Per Hr	Total Cost
VIN#1FDAX46R49EA00642	CV#1192	Ford	2009 F450	1.00	$29.75	$29.75
Total Equipment				1.00		$29.75
Work Order #106293			TOTAL MATERIAL & EQUIPMENT COST			$29.75

Work Order #92512 Labor 2.00 hours Materials $19.96 Equipment $32.00 Total $51.96

Work Order ID	Work Order Type	Start Date	Finish Date	Work Order Location
92512	Electrical Instrumentation	10/06/2016	10/06/2016	Bartram Oaks

Work Order Comments

By KRONZ, THOMAS M. 10/5/2016 12:41:32 PM - Spoke to Jay about checking breaker for blowers

By HOCKETT, HOWARD J. 10/11/2016 9:05:21 AM - Trouble shoot and repair. Replaced two (2) in-line .5 amp fuses.

Labor	Regular Hours	Overtime Hours	Total Hours
ELECTRICIAN III	0.00	2.00	2.00
Total Labor	0.00	2.00	2.00

Materials	Quantity	Cost Per Unit	Total Cost
fuses	1.00	$19.96	$19.96
Total Materials	1.00		$19.96

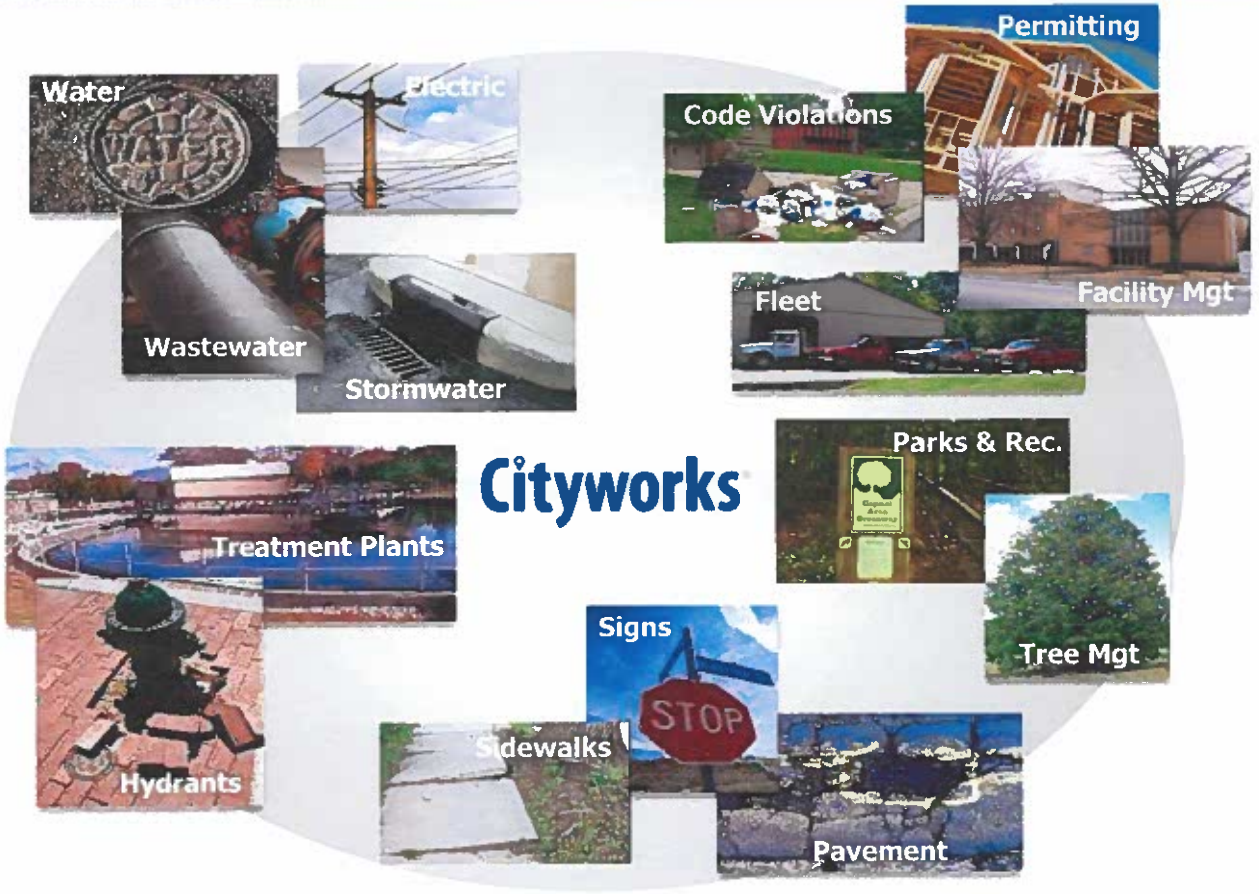
Equipment	Equipment ID	Manufacturer	Model	Hours	Cost Per Hr	Total Cost
VIN#1FT7X2A66GEC17025	CV#1743	Ford	F-250	2.00	$16.00	$32.00
Total Equipment				2.00		$32.00
Work Order #92512			TOTAL MATERIAL & EQUIPMENT COST			$51.96

True Enterprise System

Single Solution Cost Savings:

- Simplified training
- Singe point of reports
- Cross department coordination
- Shared IT resources
- Top to bottom management

Cityworks



Key Point: Single System for all assets and groups

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Azteca Systems, LLC - Cityworks
11075 S State St, Suite 24 | Sandy, UT 84070
801-523-2751 | Fax # 801-523-3734

Quote Number	Q-12224-2
Created Date	8/23/2021
Expiration Date	10/15/2021

Contact Information

Contact Name:	Melinda Gibson	Prepared By Name:	Brett Ruoti
Customer:	Ivins (UT), City of	Prepared By Phone:	(801) 523-2751
Contact Address:	Ivins, UT		

Quote Lines

Product Name	Quantity/ Population	Net Unit Price
ELA - Cityworks Online Server AMS STANDARD	1.00	USD 10,000.00
	TOTAL:	USD 10,000.00

Notes

Year 1 Dollar Value	USD 10,000.00	Year 1 Date Range	10/15/2021 - 10/14/2022*
Year 2 Dollar Value	USD 15,000.00	Year 2 Date Range	10/15/2022 - 10/14/2023
Year 3 Dollar Value	USD 15,000.00	Year 3 Date Range	10/15/2023 - 10/14/2024

Notes:

Server AMS Standard Cityworks Online Enterprise License Agreement (ELA), Includes Unlimited Quantities of the Identified Products:
Office
Respond
Mobile Native Apps (for iOS/Android)

--Includes the following Add-ons:
Storeroom
Equipment Checkout
Cityworks for Excel
eURL (Enterprise URL)
Workload
Web Hooks
Local Government Templates (LGT)
Use of Cityworks AMS Application Programming Interfaces (APIs) with commercially available Cityworks-centric applications that are licensed and maintained by authorized Cityworks partners

Annual fee herein is based on 1 - 10,000 population range

ELA pricing quote for CWOL assumes no hosting logins are added over and above the current 25 Server AMS hosting Logins. Additional hosting logins can be added for an additional fee.

Cityworks Online (CWOL) – is a Cityworks Online hosted services subscription for the right to access and use the Online Services for the products identified hereinabove. CWOL is a highly scalable hosted services product offering. It is hosted on Azteca Systems' servers and completely scaled, managed, updated, backed up, and maintained by Azteca Systems. Because Azteca Systems controls the update schedule, users are not responsible for upgrading, managing, or patching the system themselves.

*Fee for Year 1 reflects 33% Discount