CITY OF CARSON

Legislation Details (With Text)

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Title:	CONSIDER APPROVAL OF AMENDMENT NO. 3 TO A SOFTWARE AGREEMENT WITH IWORQ SYSTEMS, INC., INCREASING THE TOTAL COMPENSATION BY $39,840 TO A TOTAL OF $108,160, TO ACCOMMODATE THE PREVIOUS EXTENSION OF THE TERM (CITY COUNCIL)				
Sponsors:					
Indexes:					
Code sections:					
Attachments:	1. iWorQ Systems Contract - Exhibit No 1, 2. Amendment No. 3 to IWorq Systems Contract - Exhibit No 2				

Date	Ver.	Action By	Action	Result

Report to Mayor and City Council

Tuesday, May 19, 2020

Consent

SUBJECT:

CONSIDER APPROVAL OF AMENDMENT NO. 3 TO A SOFTWARE AGREEMENT WITH IWORQ SYSTEMS, INC., INCREASING THE TOTAL COMPENSATION BY $39,840 TO A TOTAL OF $108,160, TO ACCOMMODATE THE PREVIOUS EXTENSION OF THE TERM (CITY COUNCIL)

I. SUMMARY

Since 2017, the City has utilized iWorQ Systems, Inc., (“iWorQ”) for several essential Public Work software applications, using modules in Tree Management, Facilities Management, Fleet Management, Permits, a Public Works Package, and a Citizen Engagement app that residents can download onto their phones and report issues directly. Maintenance and support from iWorQ is required to ensure prompt resolution of problems as they occur. City Council is asked to approve Amendment No. 3 to the agreement with iWorQ to increases the overall contractual sum to accommodate the two additional years’ term previously approved in Amendment No. 2.

II. RECOMMENDATION

TAKE the following actions:

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1. APPROVE Amendment No. 3 to Agreement for Contractual Services Public Works Management Software (IWORQ SYSTEMS INC.), increasing the total compensation to $108,160.00 to accommodate the previously-approved additional term; and
2. AUTHORIZE Mayor to execute Amendment No. 3 as attached hereto upon approval as to form by the City Attorney.

III. ALTERNATIVES

TAKE any other action the Council deems appropriate.

IV. BACKGROUND

Pursuant to an agreement entered into in January 2017, the City has utilized iWorQ for several essential Public Work software applications, such as Citizen Engagement, Tree Management, Facility Management, Fleet Management, Permit Management, and a Public Works Package that includes Work, Sign, and Pavement Management ("Agreement"). Maintenance and support from iWorQ is required to ensure prompt resolution of problems as they occur.

The Citizen Engagement app allows residents to report problems directly into the system for action and response. It can be accessed by logging into Apple's App Store or Google Apps. The app is free and the user can create an account or log in from Facebook or Google. A link and QR Code are published in the Recreation Guide and links are on the City's website. About 70% of the work requests come from residents through the app. Request categories include Abatement, Civic Buildings, Civic Grounds, Custodial, Engineering, Environment and Hazmat, Fleet, Trees and Medians, Warehouse Inventory, Legends/Curbs.

Staff reviews a request and assigns it to a Sub-Division (Tree Maintenance, Code Enforcement, Street Maintenance, Sheriffs, Hazmat, and Fire Department) through the Work Management module. The supervisors get notification of a request and assign the work to their respective staff. Work Orders are then categorized as Closed, Completed, Waiting on Parts, On-Hold. If Work Orders are closed, the requester gets notification of the completed request.

The Facility Maintenance module is to inventory all equipment throughout the city in buildings including parks, city hall, and community center. It is still under development, initially starting with the HVAC System and will move on to lighting and controls when staffing provides for it.

Statistical information can be gleaned from the system as well. For example, of 1312 pothole notices, 1177 have been completed, for a 90% completion rate. Of 1926 Tree notices, 1319 have been completed, for a 68% completion rate. Of 209 sidewalk notices, 81 have been completed, for a 39% completion rate. Of the 128 open sidewalk cases, 95 are four months old or older. This data points to a potential issue in deploying concrete crews effectively to repair sidewalks, as complaints come in.

The original 2017 iWorQ contract was $21,000 and was approved by the City Manager.

Amendment No. 1 (July 17, 2018) amended the Agreement to extend the term of the Agreement to expire on February 1, 2019 and increase the contract sum of the Agreement from $21,000 to $48,400. Staff then negotiated a 3-year agreement with a 20% discount, reducing the annual cost to $19,920. Amendment No. 2 extended the term of the Agreement to expire on February 1, 2022 and increased the contract sum by $19,920 for a total not-to-exceed amount of $68,320. However, the two additional years at $19,920 per year should have been added to the total (and not just the initial year of the three-year extension), which would have brought the total contract sum to $108,160. This Amendment No. 3 adds the $39,840 for the two additional years.

V. FISCAL IMPACT

Funds for the remainder of Fiscal Year 2019-20 have been budgeted for in Information Technology account number 101-50-520-101-6004. Funds for FY 2020-21 will be requested by the Departments and are subject to City Council approval at the adoption of the budget.

VI. EXHIBITS

1. iWorQ Systems Contract (pages 4 - 25)
2. Contract Amendment #3 (pages 26 - 30)

1.

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