



## Legislation Details (With Text)

**File #:** 2022-190      **Version:** 2      **Name:**

**Type:** Consent      **Status:** Agenda Ready

**File created:** 3/3/2022      **In control:** City Council

**On agenda:** 4/19/2022      **Final action:**

**Title:** CONSIDER APPROVAL OF AMENDMENT NO. 4 TO A SOFTWARE AGREEMENT WITH IWORQ SYSTEMS, INC.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. iWorQ Systems Original Contract 2017 - Exhibit No 1, 2. iWorqs Amendment 1 2017, 3. iWorqs Amendment 2 2019, 4. iWorqs Amendment 3 2020, 5. iWorqs Amendment 4 2022, 6. Resolution No. 22-044 iWorqs\_2022

Date	Ver.	Action By	Action	Result
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## Report to Mayor and City Council

Tuesday, April 19, 2022

Consent

### SUBJECT:

**CONSIDER APPROVAL OF AMENDMENT NO. 4 TO A SOFTWARE AGREEMENT WITH IWORQ SYSTEMS, INC.**

### I. SUMMARY

Since 2017, the City has utilized iWorQ Systems, Inc., ("iWorQ") for several essential Public Work software applications, including but not limited to, modules in Fleet Management, Public Works package and a Citizen Engagement app that residents can use by emailing from the City's website, filling out a form on the website, and/or downloading onto their phones and report issues directly. The vendor provided City with a software license for same. Maintenance and support from iWorQ is necessary to address and resolve problems that are brought to the attention of the City. City Council is asked to approve Amendment No. 4 for an additional \$94,500, for a total not-to exceed \$202,660 to cover an additional three years of the agreement with iWorQ, and to reduce the scope of modules to Fleet Management, Public Works package and a Citizen Engagement app.

### II. RECOMMENDATION

TAKE the following actions:

1. APPROVE Amendment No. 4 to Agreement for Contractual Services with IWorq Systems, Inc. for Public Works Management Software (IWORQ SYSTEMS INC.), increasing the total compensation by \$94,500 to a total of \$202,660, extending the contract term by an additional 3 years, and reducing the scope of applications; and
2. AUTHORIZE Mayor to execute Amendment No. 4 as attached hereto upon approval as to form by the City Attorney.
3. ADOPT Resolution No. 22-044 "A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF CARSON, CALIFORNIA, AMENDING THE FISCAL YEAR 2021-22 GENERAL FUND BUDGET"

### **III. ALTERNATIVES**

TAKE any other action the Council deems appropriate.

### **IV. BACKGROUND**

Pursuant to an agreement dated January 15, 2017, the City has utilized iWorQ for several essential Public Work software applications, such as Citizen Engagement and Fleet Management ("Agreement").

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 Civic Buildings, Park Grounds, Custodial, Fleet, and Trees and Medians.

Staff reviews a request and assigns it to a Subdivision (Tree Maintenance, Code Enforcement, Street Maintenance, Sheriff, etc.) through the internal process or work orders and the respective staff are tasked with work. Work Orders are then categorized as In-process, Completed, Waiting on Parts, or On-Hold.

The 2017 Agreement was for \$21,000 for a one-year period and was approved by the City Manager. On July 17, 2018, City and iWorQ amended the Agreement ("Amendment No. 1") to extend the term of the Agreement so that it expired on February 1, 2019, and to increase the contract sum of the Agreement from \$21,000 to \$48,400 to reflect the costs of the additional term of the Agreement and additional services. On January 31, 2019, City and iWorq amended the Agreement again ("Amendment No. 2") to extend the term of the

Agreement by an additional three years so that it expired on February 1, 2022, and to increase the contract sum of the Agreement by \$19,920 for a total not to exceed amount of \$68,320 to reflect the costs of the extended term of the Agreement.

While Amendment No. 2 extended the Agreement term by an additional three years, the increased contract sum of \$68,320 only supported additional costs to the City covering a period of one year, rather than three years. To remedy this discrepancy, on May 19, 2020, City and iWorq amended the Agreement for the third time ("Amendment No. 3") to increase the contract sum of the Agreement by \$39,840 to cover the costs for the two-year period not requested in Amendment No. 2, bringing the increased contract sum to \$108,160. The Agreement expired February 1, 2022.

Now, City and iWorq seek to enter into Amendment No. 4, effective retroactive to January 31, 2022, to extend the term another 3 years to February 1, 2025, increase the Contract Sum by \$94,500 to cover the additional 3 years thereby bringing the new total to \$202,660, and reducing the scope of Public Works Applications/Software Services to only the Fleet Management Module, Citizen Engagement with Mobile App, and Public Works Package.

Under Section 2611(i) of the CMC, software license renewals such as the one currently proposed are exempt from bidding procedures.

## **V. FISCAL IMPACT**

Funds for Fiscal Year 2021-22 were budgeted for Amendment No. 4 in account numbers 101-80-801-100-6020 for \$12,500. The remaining funds of \$19,000 should be appropriated from the account no. 101-80-801-100-5002 to account no. 101-80-801-100-6020.

## **VI. EXHIBITS**

1. iWorQ Systems Original Contract (Pgs 4 - 25)
2. iWorQ Systems Contract - Amendment 1 (Pgs 26 - 39)
3. iWorQ Systems Contract - Amendment 2 (Pgs 40 - 48)
4. iWorQ Systems Contract - Amendment 3 (Pgs 49 - 54)
5. iWorQ Systems Contract - Amendment 4 (Pgs 55 - 67)
6. Resolution No. 22-044 (Pgs 68 - 69)

6.

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