

TO:	CHAIR AND MEMBERS CIVIC WORKS COMMITTEE MEETING ON JUNE 8, 2016
FROM:	JOHN BRAAM, P.ENG. MANAGING DIRECTOR – ENVIRONMENTAL & ENGINEERING SERVICES & CITY ENGINEER
SUBJECT:	COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM ACQUISITION - ESRI CANADA LIMITED CITYWORKS

RECOMMENDATION

That, on the recommendation of the Managing Director, Environmental & Engineering Services & City Engineer, the following actions **BE TAKEN** with respect to the procurement of the Computerized Maintenance Management System (CMMS) – Cityworks - Esri Canada Limited, to support operational activities including field work in the City of London:

- a) The funding for the discovery, requirement identification and scope finalization phase of the CMMS project, 'Discovery Phase', based on the proposal price, \$157,000, HST excluded, **BE APPROVED** as set out in the Source of Financing Report attached hereto as Appendix "A";
- b) Civic Administration **BE DIRECTED** to proceed with the Discovery Phase of the CMMS project, in accordance with the Procurement of Goods and Services Policy;
- c) Civic Administration **BE AUTHORIZED** to undertake all the administrative acts that are necessary in connection with the purchase and implementation of the Discovery Phase of the CMMS project and;
- d) Approval hereby given **BE CONDITIONAL** upon the Corporation entering into a formal contract, service agreement(s) or having a purchase order, or contract record relating to the subject matter of this approval.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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- 2016-2019 Multi-Year Budget – Additional Investments Business Case #12 (BC12-CMMS)
- June 17, 2013, Report to Civic Works Committee - Single Source Supply and Implementation of a Computerized Maintenance Management System

BACKGROUND

Purpose:

The purpose of this report is to support the purchase of professional services from Esri Canada to undertake the Discovery Phase to define the scope and timing of the project, and to establish system and business process requirements necessary to implement the Cityworks software for planning, recording and reporting on operations and maintenance work done on infrastructure. Future phases, will build and implement the new system.

The Cityworks software will support operations/maintenance activities for Water, Sanitary, Stormwater, Forestry, Parks Operations, Transportation & Roadside Operations and Solid Waste.

Strategic Connection:

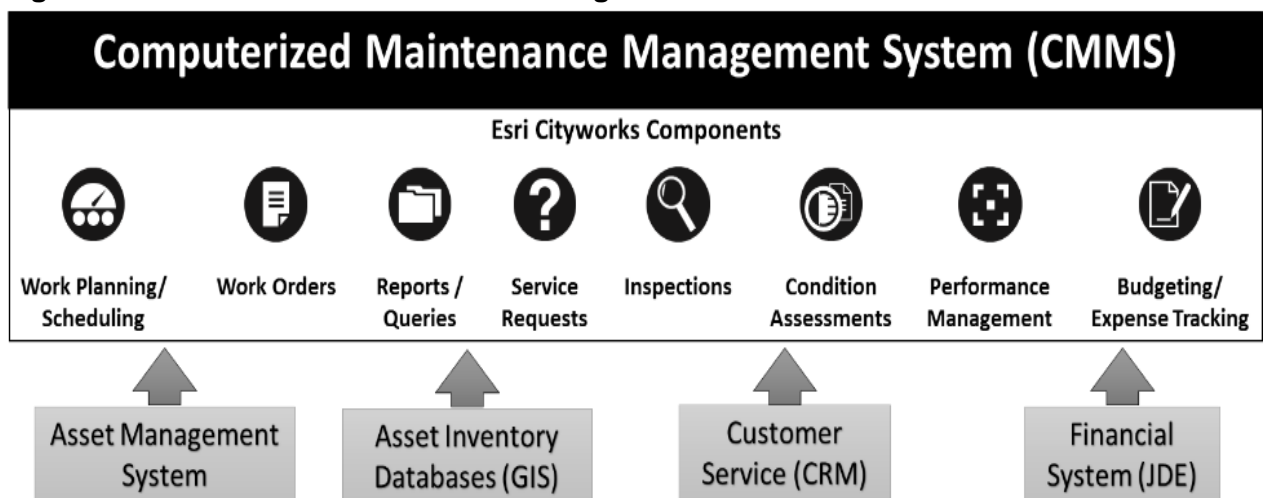
Computerized Maintenance Management System is specifically mentioned in two areas of the strategic plan.

3. Proactive financial management	
What are we doing?	How are we doing it?
C -Create, explore, and implement new technologies or technology improvements to assist in the management of: <ul style="list-style-type: none"> • Corporate assets • Financial and reporting systems • Billing systems 	Computerized Maintenance Management System Implementation Strategy
5. Excellent service delivery	
What are we doing?	How are we doing it?
B- Deliver great customer experiences to residents, businesses, and visitors: <ul style="list-style-type: none"> • innovative service delivery models • improved access through web, phone, and in person • innovative technology 	Computerized Maintenance Management System

Context:

The pursuit of the Cityworks system was resolved by Council and project funding was approved in the 2016-2019 Multi-Year Budget. Through a cooperative interdepartmental effort, the project was assigned to the Corporate Asset Management team led by a CMMS Steering Team of senior managers. This report represents an important milestone on the road to implementing the formal maintenance management system by launching the planning stage for the project that will establish new business practices. Figure 1 depicts an overview of the Cityworks system including where the new system aligns to key existing and proposed data sources needed to effectively support the work order system.

Figure 1 CMMS Software Overview and Alignment



Discussion:

The objective of the CMMS is to provide the Water, Sanitary, Stormwater, Forestry, Parks Operations, Transportation & Roadside Operations and Solid Waste Divisions with a flexible and easy to use solution enabling staff to plan, record and report on work activities to deliver a timely, effective, efficient, and economical service. Further, the CMMS will provide critical information to support the Corporate Asset Management program.

Some important business goals include:

- Enhanced work planning, tracking of resources and scheduling
- Better planning, forecasting, managing, and coordinating of resources
- Improved budgeting and expenditure tracking
- Increased productivity and reduce downtime
- Promotion of better communication and planning between departments
- Timely and accurate information

A significant attribute of an effective maintenance management system is the ability to integrate on a periodic and/or real-time basis dependent on the existing City system in order to utilize our valuable information with maximum efficiency. The planning phase of the project will identify and address potential integration needs into key City applications. This integration task is not a simple exercise and requires considerable planning and design effort. The City of London intends to approach development of the new work order system through a Discovery Phase strategy described in Table 1.

Table 1 Esri Cityworks Project Discovery Phase

Description
The intent of the Discovery phase is to gain a greater understanding of the project and the City needs. This will clarify the necessary resources (people, equipment, funding), and capacity to implement the new system, and the requirements to integrate Cityworks with other key city owned software systems. This phase will provide the design and framework of the new system for the City.

Future phases include the installation and implementation of the system to the Water, Sanitary, Stormwater, Forestry, Parks Operations, Transportation & Roadside Operations and Solid Waste Divisions. Following the entering of a service agreement, the Discovery Phase should be complete within six months.

Project risks will be mitigated under the direction of the CMMS Steering Team using contract management, milestone-based scheduling, approvals and payments, project management best practices and the work order system experience of the vendor. Cityworks is successfully used as a work order system in many Canadian municipalities for example, Kitchener, Barrie, Region of York, Niagara Region, Sudbury, Surrey B.C., Lethbridge AB, Rothesay N.B., etc.

Cityworks via Esri Canada is well placed to help London reach its maintenance management objectives.

Project Cost

The acquisition of the Cityworks system (EW3527/ES5419) project has been included in the approved 2016-2019 Capital budget.

Table 2 Esri Canada Discovery Phase

Description	Cost
Discovery Phase	\$ 157,000

Detailed licensing and implementation costs will be brought forward in a future report pending the results of the Discovery Phase. The final costs have been accommodated in the multi-year budget.

The funding for the Discovery Phase will come from sources identified in the attached Source of Financing.

Acknowledgements:

This report has been prepared by Lois Burgess, Khaled Shahata, Jason Davies, Scott Koshowski, and Dean Thompson, Information Technology Services.

PREPARED BY:	RECOMMENDED BY:
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CONCURRED BY:	CONCURRED BY:
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Attach.

c.c. Anna Lisa Barbon
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