



Date: July 7, 2015

To: Thomas J. Bonfield, City Manager

Through: W. Bowman Ferguson, Deputy City Manager

From: Donald F. Greeley, Director, Water Management

Subject: Contract for Cross Connection NEXGEN Asset Management Implementation – Amendment 1

Executive Summary

On February 4, 2013, City Council approved Contract 10462 with NEXGEN Utility Management Inc. for technology-related services to develop an asset management system for Department of Water Management assets. The project consisted of the purchase and installation of a Computerized Maintenance Management System (CMMS) software package on City owned computers and servers, training and software licensing fees. The system has been successfully implemented for plant related assets. Staff has determined that it can be effectively used to manage other assets and internal work processes for the City's Cross Connection Control (CCC) program. The Department wishes to amend the contract to provide additional integration services to include the CCC group assets and work order process.

Recommendation

The Department of Water Management recommends that the City Council:

1. Authorize the City Manager to execute a contract amendment with NEXGEN Utility Management Inc. for technology services for implementation of the Asset Management Software to the City's backflow preventer management assets in an amount not to exceed \$139,292.00, for a total revised original contract amount of \$379,692.00.

Background

The City of Durham NEXGEN CMMS management system was deployed in FY14 and has been successfully used to improve the City's workflow management of maintenance and recordkeeping of the Department's vertical assets. Mainly the Plant Operations and Plant Engineering and Maintenance divisions use NEXGEN for facility work orders and workflow controls.

The CCC group manages compliance, inspections, and annual test reporting of more than 13,000 backflow preventers. Currently, the staff use a paper filing system, City email and an internally developed database to manage the annual inspection requirements, compliance related documentation, contractor activities and internal communications. This has become cumbersome with the increasing number of backflow preventers and the lack of technical support for the database. Also, customer information is updated in separate enterprise software programs, Munis and GIS; neither of which are integrated with the database.

The NEXGEN CMMS has modules developed to assist in managing CCC programs including tracking maintenance reports and compliance testing; and notifying CCC of pending tests, out-of-compliant

test results, and expired tester certifications. The software also integrates with Munis and GIS so that updates in either are reflected in the CCC module.

Issues/Analysis

The City’s existing cross connection database requires numerous manual checks against other City enterprise programs including Munis, Cityworks, and ESRI – GIS. DWM staff worked with Technology Solutions staff (TS) during negotiation of the scope of services, and DWM will develop a project plan with TS from which TS will assist in integrating the new CCC module. This will help in transitioning away from paper files, eliminating the manual database checking, migration of historic data, and training for the GIS-enabled management system.

The new system should reduce document management difficulties, automate various elements of cross checking client information and improve compliance enforcement activities by the cross connection staff. There are optional services related to GIS enabled field operations and coordination efforts with Munis and ESRI. TS will provide support services as part of this coordination.

Alternatives

An alternative would be not proceeding with the current upgrades. The current method is out of date and relies heavily on staff manually entering data and cross checking other enterprise software programs that could be automated to limit user errors.

Financial Impacts

Funding for Amendment #1 is available in the Cross Connection Control operating budget for FY16:

Operating Expense	Account Code	Amount
Special Contractual Services	5100P203-728600	\$ 146,792.00

SDBE SUMMARY

This is a contract amendment and was not reviewed for compliance with the Ordinance to Promote Equal Opportunities in City Contracting.