



# City of San Antonio

## Agenda Memorandum

**File Number:** 19-3900

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**Agenda Item Number:** 4.

**Agenda Date:** 6/6/2019

**In Control:** City Council A Session

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**DEPARTMENT:** Finance

**DEPARTMENT HEAD:** Troy Elliott

**COUNCIL DISTRICTS IMPACTED:** Citywide

### **SUBJECT:**

Plant Maintenance Mobile Application and Automation

### **SUMMARY:**

This ordinance authorizes a contract with SHI Government Solutions, Inc. to provide product licensing, implementation and development services for a mobile application for the Building and Equipment Services Department for a first year cost of \$168,183.75 funded from ITSD Capital Project funding. Recurring annual maintenance support costs of \$31,250.00 will be submitted as part of the annual budget process for FY 2020 and FY 2021 for a total contract value for \$230,683.75.

### **BACKGROUND INFORMATION:**

Several City Departments including Building and Equipment Services (BESD), Transportation and Capital Improvements (TCI), Solid Waste Management (SWMD), San Antonio Fire (SAFD) Convention & Sports Facilities (CSF), Aviation and Parks Departments utilize SAP for their work order management needs. The current process used by these departments to complete work orders in the field is still very manual and paper based. Paper copies of work orders are issued to tradesmen for work assignments. The tradesmen perform the work and write the date, time and notes on the hardcopy work order and then hand carry the hardcopy to their supervisor. The supervisor then updates the work order status in SAP and hand carries the work order to the Customer Service team to enter time, work done, notes and close the work order in SAP.

Some of the issues with this are:

1. Duplication of paperwork and data entry effort.

2. Real time information availability.
3. Inefficient travel routing for tradesmen.

Submitted for City Council consideration and action is an offer submitted by SHI Government Solutions, Inc. to develop and deliver a mobile application to address the issues with the current work order management process used by BESD and other City departments. The mobile application is on a Mendix platform which is an established SAP Solution Extension Partner. This will allow for the quick development and deployment of applications, with minimal support requirements because SAP has fully adopted the Mendix platform as an available platform to extend SAP solutions to the field user. This will position ITSD to shorten time-to-value for mobile application connected to SAP on an enterprise scale.

The Mendix platform was successfully used to in 2018 develop and deliver an application to support the Department of Human Services' Utility Assistance Program. It is anticipated that the new mobile application for BESD and other City departments will improve efficiencies by providing field workers the ability to open and close work orders remotely using a mobile device, which will save time and improve overall turnaround to the customer.

The term of the agreement shall begin upon approval of the contract by City Council and expire June 5, 2020. Two additional one-year renewals at the City's option shall also be authorized by this ordinance.

The City issued a Request for Offer (RFO) for "Plant Maintenance & Scheduling Mobile Application" (RFO, 6100011467) on April 12, 2019 with a submission deadline of April 26, 2019. The offer submitted by SHI Government Solutions, Inc. is in accordance with Texas BuyBoard contract 579-19.

## **ISSUE:**

This contract will provide the City of San Antonio Information Technology Services Department with a contract to develop a mobile enterprise application starting with Building and Equipment Services Department being the first City department to implement. This solution will ultimately be expanded to include TCI, SWMD, SAFD, CSF, TCI, Aviation and Parks Departments to provide field technicians the ability to manage their work orders electronically using a mobile device.

The licensed Mendix solution will be purchased from SHI Government Solutions, Inc. utilizing the BuyBoard cooperative contract number 579-19. This purchase will be made in accordance with the Texas Local Government Purchasing Cooperative passed on ordinance 97097, dated 1/30/2003.

The BuyBoard Cooperative Program is administered by the Texas BuyBoard Cooperative. All products and services included in this cooperative were competitively bid and awarded by the Cooperative's Board of Trustees based on Texas statutes.

The Small Business Economic Development Advocacy (SBEDA) Ordinance requirements were waived due to the lack of small, minority, and/or women businesses available to provide these goods and services.

The recommended award is an exception to the Local Preference Program.

The Veteran-Owned Small Business Preference Program does not apply so no preference was applied to this contract.

**ALTERNATIVES:**

Should this contract not be approved, the listed departments will continue using the manual process to track and manage their work orders in SAP.

**FISCAL IMPACT:**

This ordinance authorizes a contract with SHI Government Solutions, Inc. to provide product licensing, implementation and development services for a mobile application for the Building and Equipment Services Department for a first-year cost of \$168,183.75 funded from ITSD Capital Project funding. Recurring annual and maintenance support costs of \$31,250.00 will be submitted as part of the annual budget process for FY 2020 and FY 2021 for a total contract value for \$230,683.75.

**RECOMMENDATION:**

Staff recommends the approval of this contract with SHI, Government for a total cost of \$230,683.75.

This contract is procured by means of cooperative purchasing and a Contracts Disclosure Form is not required.