



Municipality of West Elgin

CityWide Maintenance Manager Implementation Project Proposal

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The Public Sector Digest Inc.

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Contact List

MUNICIPALITY OF WEST ELGIN ("CLIENT")

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Statement of Confidentiality

This document has been prepared specifically for the Client.

PSD shall treat as confidential all information obtained by PSD for and from the Client as well as all information compiled by PSD under this Agreement for the Client, including without limitation: business and marketing information, technical data, programs, source codes and other software, plans and projections.

This proposal and all of its associated pricing shall remain valid until **May 21, 2021**

Project Deliverables

The purpose of this project is to implement Phase 2 of CityWide Maintenance Manager to provide the Municipality of West Elgin with a complete asset maintenance management solution that offers service requests, work orders, and preventative maintenance. PSD will deliver the following items as part of the implementation and improvement of the CityWide Software Suite for the Municipality. The work will include the following project(s):

1. Improvements & Integrations

The following are activities that can improve CityWide Maintenance Manager functionality and efficiency:

- ☑ Resource Costing Labour, Equipment & Advanced Parts & Materials Management. PSD will be building a custom report to export cost entries and data elements. Integration/Custom Timesheet Data Export to Keystone and Payroll system.
- ☑ PSD will support the Municipality in transferring 2020 financials in current system into CityWide Asset Manager.
- ☑ Timesheet Implementation & Training

2. CityWide Maintenance Manager (Phase 2)

CityWide Maintenance Manager is a complete Computerized Maintenance Management System (CMMS) that will allow the Municipality to centralize its business functions, reduce the duplication of data, and facilitate how it manages information. The module is a web based, service request, work order, and preventative maintenance application designed to enable all departments to prioritize, schedule and track projects. The module is equipped to manage and record labour, material and equipment time and costs while the Municipality maintains its assets. Additionally, the solution enables the tracking of progress and status of all work, creation of custom processes, and scheduling of resources. The Maintenance Manager module would be used to generate, schedule and track progress and cost of work orders and service requests. Work orders can be initiated either internally or externally or can be automatically generated through user-defined preventative maintenance schedules. Users would use this module for maintenance management, fleet management and facility management.

Project Scope

The scope of this project includes and excludes the following items.

In Scope:

Client Business Units to be Implemented

Business Unit*	In Scope?
Parks and Recreation	Yes
Fleet	Yes
Facilities	Yes
By-Law	Yes

CityWide Maintenance Manager Functions to be Implemented

Maintenance Manager Functions	Public Works	Parks & Recreation	By-Law	Facilities	Fleet
	In Scope?	In Scope?	In Scope?	In Scope?	In Scope?
Activity Based Work Orders	N/A	Yes	No	Yes	Yes
Asset Based Work Orders	N/A	Yes	No	Yes	Yes
Asset Based Work Orders via Mapped Assets	N/A	Yes	No	Yes	Yes
Workflow Process Control <ul style="list-style-type: none"> Email notifications User defined attributes User defined processes 	N/A	Yes	Yes	Yes	Yes
Asset Based Routine Inspections	N/A	Yes	No	Yes	Yes
Service Requests	N/A	No	No	No	No
Customers & Properties	N/A	No	No	No	No
Preventative Maintenance Scheduling	N/A	Yes	No	Yes	Yes
Resource Costing – Labour	Yes	Yes	No	Yes	Yes
Resource Costing – Equipment	Yes	Yes	No	Yes	Yes
Resource Costing – Parts & Materials	Yes	Yes	No	Yes	Yes
Mobile App – Work Orders, Service Requests, Inspections	N/A	Yes	Yes	Yes	Yes
Mobile App – Patrol Advanced (Roads)	Yes	Yes	No	No	No
Mobile App – Data Collection (Condition & Attributes)	N/A	No	No	No	No

Although the above modules are included and available with a standard software purchase, only items identified as part of the scope are included in the implementation and training budget for this project. The implementation project presumes that data will be provided to PSD by the Client on PSD standard Excel data

collection templates. One initial load for testing purposes and one final re-load if necessary is included. Additional implementation assistance can be purchased at the applicable PSD Professional Services daily rate.

Asset Classes to be Imported

AM Asset Classes	In Scope	Exists in AM Inventory	Asset Registry Build or Breakdown Required *
Road	Yes	Yes	(*Internal Client Resources)
Bridges	Yes	Yes	(*Internal Client Resources)
Water	Yes	Yes	(*Internal Client Resources)
Wastewater	Yes	Yes	(*Internal Client Resources)
Facilities	Yes	Yes	(*Internal Client Resources)
Parks	Yes	Yes	(*Internal Client Resources)
Equipment	Yes	Yes	(*Internal Client Resources)
Vehicles	Yes	Yes	(*Internal Client Resources)

*Professional services required to assist the client with re-building or disaggregating their asset registry is subject to additional PSD professional services fees.

Value Added Services:

The value-added services included and not included as part of this implementation project are outlined below. Additional services can be purchased at the applicable PSD Professional Services daily rate.

Value Added Services	In Scope?
End User Training	Yes
Pre-implementation Needs Analysis	No
Custom Reporting Services	No
Customized Address Search	Yes
Citizen Request Portal	No
Process Mapping and Improvement	No
Legacy Data Analysis & Upload	No
Asset Data analysis/disaggregation	No
3 rd Party Integration	Yes
Digitize Assets from Map/Ortho Photos (Park assets, Storm assets, Facilities)	No



3. CityWide Route Patrol Advanced Functionality

CityWide Route Patrol can complete road and winter patrols efficiently and accurately by creating and scheduling optimized patrol routes, marking deficiencies with a mobile device, and automating the creation of service requests and work orders to address deficiencies. The Township currently owns Route Patrol but uses its basic functionality which allows them to:

- ☒ Track Patrol History via Mobile App
- ☒ Locate Deficiencies
- ☒ View Patrol History on Map
- ☒ Review and Resolve Deficiencies via Work Orders
- ☒ Auto Populate MMS Target Dates on Work Orders
- ☒ Run Deficiency

The Township can benefit more from the tool through its advanced functionality along with the basic functionality as described above. Route Patrol's advanced functionality includes features such as:

- ☒ GIS layers integrations (if GIS/AM linking exists)
- ☒ Patrol Schedule Compliance Mapping
- ☒ Asset Level Compliance Indicators
- ☒ Pre-defined Patrol Routes & Scheduling
- ☒ Running Deficiency Reports
- ☒ Running Patrol history Reports

Training & Support

Training - PSD follows the "Train the Trainer" model such that Client Admin users are trained to be comfortable with the system functionality to the level where they can conduct in-house end user training with additional users. End User Training is a value-added service as outlined above. Training can occur on-site or remotely (via web or phone). On-site training is subject to standard travel and accommodation expenses as outlined in the Project Budget section below. Training hours must be used before the completion of the project.

Support - Annual support/maintenance of CityWide Software includes the following:

- Version Protection such that the Client will have access to added software enhancements without additional cost
- Web Hosting such that PSD will provide redundant internet connections, daily backup both on and off-site of client data, 24 Hour video, on-site security, and fire suppression
- Access to the CityWide Support Center in order to report software issues and access the online user guide

Additional requests for guidance, consulting, or advice on use of the software will be billed in 15-minute increments at the hourly rate of \$200.00/hour which will be invoiced at the end of the month. The Client will be made aware of billing prior to providing assistance.



Project Budget for CityWide MM

Implementation Professional Services		Amount
Project Management and Data Migration	Needs Assessment	\$3,200.00
	Kick off meeting	
	Project Plan/Schedule	
	Project Update Meetings, Status Reports, Issues	
	Go-Live Planning	
	Total Project Management	\$3,200.00
	Data Analysis & Upload (WO, Inspections, PM, Resource Costing, Workflow)	\$39,200.00
	Testing - AT, System, Test Cases/Scenarios	\$3,200.00
	Go- Live Support	\$800.00
	Total Data Migration & Implementation	\$43,200.00
Training	Maintenance Manager Administrator Training	
	CityWide System Administrator Training	
	End User Training	\$4,800.00
	Mobile Training	\$1,600.00
	Total Training	\$6,400.00
Value Added Services	Custom Reporting Services	
	Citizen Request Portal	
	Customized Address Search	
	Process Mapping and Improvement	
	Legacy Data Analysis & Upload	
	Asset Data Analysis	
	3rd Party Integration (Payroll Exports and Keystone Exports for Timesheets)	\$28,800.00
	Import Existing GIS Database Files	
	Digitize assets from Map/Ortho photos (Park assets, Storm assets, Facilities)	
	Total Value-Added Services	\$28,800.00
Total Implementation Costs		\$81,600.00
Total CityWide Maintenance Manager Software & Implementation Services		\$81,600.00



Summary: Project Budget for Integrations, Improvements & Advanced Route Patrol

Service	License	Implementation and Training	Maintenance & Support
CityWide AM Improvements and training	N/A	\$11,200.00	N/A
Route Patrol Advanced Functionality	N/A	\$12,800.00	N/A
Implementation for Phase 2 Business Units (Fleet, Facilities, Parks & Recreation and Bylaw) Payroll Integrations	N/A	\$81,600.00	N/A
TOTAL			\$105,600.00
MUNICIPALITY OF WEST ELGIN PORTION			\$26,400.00