

**CITY OF TEMPE
REQUEST FOR COUNCIL ACTION**

**Council Meeting Date: 10/3/2013
Agenda Item: 5B5**

ACTION: Award a one-year contract with five, one-year renewal options to Maintenance Connection, Inc. for the implementation of a facility maintenance software system for the Public Works Department.

FISCAL IMPACT: Total cost of this contract will not exceed \$56,275 during the initial implementation and one-year warranty period. Sufficient funds are available in cost centers 3714 (Solid Waste Fund), 3914 and 3915 (Transit Special Revenue Fund), and 6706873 (General Governmental Capital Improvement Projects Fund) for the anticipated expenditures in the current fiscal year.

RECOMMENDATION: Approve the contract award.

BACKGROUND INFORMATION: (RFP 13-087) The City issued a Request for Proposal (RFP) to establish a contract for a Computerized Facility Maintenance Management System (CFMMS). A CFMMS will enable the Facilities, Custodial, Parks, Solid Waste, and Transit sections to streamline their response to work requests.

The CFMMS will allow Facilities, Custodial, Parks, Solid Waste, and Transit sections to be more effective in the following areas: tracking and monitoring work orders, provide requestors with current work order status, prioritize work requests, track capital assets, utilize a more efficient preventative maintenance program, communicate electronically to City employees in the field, audit records, and respond to emergencies in a more timely manner.

Evaluation Process

The City received five (5) proposals. To select the most advantageous firm an evaluation committee was formed consisting of representatives from Information Technology, Public Works and Procurement.

The following firms responded:

- Ameresco Asset Sustainability Group LLC
- Maintenance Connection, Inc.
- MaintStar, Inc.
- MicroWest Software Systems, Inc.
- TMA Systems, LLC.

MaintStar, Inc. was found to be non-responsive and removed from consideration as their proposal cost exceeded the maximum budgeted amount.

Offers were reviewed and scored by the evaluation committee in accordance with the criteria and weights listed in the Request for Proposal that included:

| Criteria | Weight |
|--|---------------|
| Proposed Cost | 31.92% |
| Ability to provide desired specifications | 21.12% |
| Firm's Experience and Qualifications | 10.65% |
| Staff Experience and Qualifications | 3.57% |
| Proposed System Capability/Functionality | 4.97% |
| Software Implementation, Maintenance, Support, Warranty and Upgrades | 3.57% |

| | |
|--|-------|
| Training and Documentation | 3.57% |
| Financial and Legal | 3.57% |
| References | 3.57% |
| Demo | 6.39% |
| Acceptance and Compliance of RFP Terms and Conditions. | 4.97% |
| Overall response of RFP. | 2.13% |

The following abstract represents all firms' initial scores listed in rank order. The 5-Year Cost column represents the cost for implementation, one-year warranty and five years of annual maintenance and support.

Initial Evaluation Abstract

| Offering Firm | Initial Score | Implementation Cost | Implementation and 5 Years annual Support Cost |
|---|---------------|---------------------|--|
| Maintenance Connection, Inc. | 1353.64 | \$56,275.00 | \$90,900.00 |
| MicroWest Software Systems, Inc. | 1335.55 | \$49,585.00 | \$79,170.00 |
| TMA Systems, LLC. | 1241.48 | \$57,482.00 | \$156,392.00 |
| Ameresco Asset Sustainability Group LLC | 1102.59 | \$18,750.00 | \$158,750.00 |

Ameresco Asset Sustainability Group LLC was removed from the evaluation process as a result of their score being below the competitive range. The three remaining firms were moved forward in the evaluation process for system demonstrations, discussions, formal reference checks and best and final offers.

The following abstract represents the scoring following system demonstrations, formal reference checks, and best and final offers:

Best and Final Evaluation Abstract

| Offering Firm | Best and Final Score | Implementation Cost | Implementation and 5 Years annual Support Cost |
|----------------------------------|----------------------|---------------------|--|
| Maintenance Connection, Inc. | 1460.15 | \$56,350.00 | \$78,850.00 |
| TMA Systems, LLC. | 1413.21 | \$71,552.00 | \$85,637.00 |
| MicroWest Software Systems, Inc. | 1389.85 | \$36,580.00 | \$73,705.00 |

Through the best and final process, firms were able to ensure their proposed solutions would meet the needs of the City by adding or changing proposed modules. As a result, the City saw an overall decrease in the total cost of the proposed solutions.

After a thorough evaluation process, the committee recommends award to Maintenance Connection, Inc. at the total implementation, one-year warranty period and five years of annual maintenance and support cost of \$78,850. Although this firm did not submit the lowest priced proposal, the overall functionality of the proposed solution makes this product the best fit for the City. If approved, the firm will begin the implementation phase of this procurement which should be completed within six months.

ATTACHMENTS: Vendor RFP Documents

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