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Public Works

City Transit
263-8152

MEMORANDUM

Equipment Maintenance
Roadway Maintenance
Collection & Drainage
Building & Grounds
Engineering

To: Mayor and City Council Members

CC: Gregg Mandsager, City Administrator

FROM: Brian Stineman, Director of Public Works

DATE: August 31, 2018

RE: Request to Purchase Asset Management Software of Multiple Departments

INTRODUCTION:

The City of Muscatine has been reviewing asset management software systems to provide efficiencies for multiple departments and divisions. This will include tracking inventory for Fleet Maintenance and Building and Grounds, issuing work orders for multiple departments, maintaining service records for equipment, issuing preventive maintenance schedules for equipment and vehicles, billing for fuel usage and data management and reporting of all activities.

BACKGROUND:

After reviewing multiple asset management software systems and consulting with all other city departments, the Public Works Department recommends the purchase of PubWorks. This system will have an unrestricted number of users, provides the lowest cost per value of all other systems reviewed, has unlimited support, and low annual support fees.

RECOMMENDATION/RATIONALE:

Staff recommends approving a purchase order to PubWorks in the amount of \$31,425. Funds for this work are available in multiple Public Works budgets.

BACKUP INFORMATION:

Quote from PubWorks

Prepared For:

City of Muscatine, IA
Monday, July 09, 2018

Prepared By:

Jerry Ketoff

jerry@PubWorks.com 563.581.2488

PO Box 6502 Snowmass Village, CO 81615



**PubWorks was established in 1997.
Software specifically designed for Public Works Departments
across the US and Canada.**

Asset Management | Job Costing Core

**Fleet
Maintenance**

Mobile

**Work
Orders**

MapViewer

**Service
Requests**

July 9, 2018

City of Muscatine
Mr. Brian Stineman
Public Works Director
1459 Washington Street
Muscatine, IA 52761

Dear Brian,

Thank you for the time you and your team spent with me yesterday. I enjoyed our dialog and think the time we spent together was very productive.

Based on our discussions, I am convinced **PubWorks** is the ideal fit to address your needs, as discussed during my original phone call with Randy, and during the meeting yesterday. In working exclusively with over 600 Public Works agencies in North America, we have the know-how, experience, and a solution that uniquely blends affordability, ease-of-use and comprehensiveness, which you mentioned as being very important. Furthermore, our long-term Customer retention rate of 90% is the highest in the industry. We will work hard to ensure your success.

As a next step, I will follow-up with you soon to review this information and address any questions you may have. As I mentioned, I would make myself available for an onsite demonstration at your facility with additional staff in the next week or two, if you felt it would be beneficial.

Our team looks forward to working with you on this exciting project very soon, and to establishing a long-term winning partnership. Please do not hesitate to contact me if you have questions, or need additional information prior to our next conversation.

Thank you again for your time and interest in **PubWorks**.

Respectfully,

Jerry Ketoff

Jerry Ketoff
563.581.2488
jerry@pubworks.com

Pricing and Licensing

PubWorks is sold as a perpetual site license exclusively for City of Muscatine Public Works, its divisions and employees, **placing no limits** on the number of clients or PCs on which the software is installed.

Charge Description	Quantity	Rate	Total
Asset Management/Job Costing Core	1	\$ 9,500	\$ 9,500
Service Request Module (Reactive Maintenance)	1	\$ 2,500	\$ 2,500
Work Orders Module (Planned Maintenance)	1	\$ 2,500	\$ 2,500
Departmentalization Feature Add-on	1	\$ 2,500	\$ 2,500
PubWorks Fleet Maintenance	1	\$ 5,000	\$ 5,000
Software Total			\$ 22,000
Basic Installation, Configuration & Data Conversion ¹	12 Hours	\$ 125/Hour	\$ 1,500
Data Conversion of WW ToolTime Data	40 Hours	\$ 125/Hour	\$ 5,000
Onsite User Training	3 Days	\$ 975/Day	\$ 2,925
Implementation Services Total			\$ 9,425
Total Program Cost			\$ 31,425

¹Data Conversion is estimated based on typical project. Basic Data Conversion in the quote above will include Excel databases the City currently has information in for Employee, Equipment, Materials/Parts, etc. We discussed historical transaction data would not be converted due to concerns with data accuracy.

If it is desired for the Water Pollution Department data (ToolTime), to be converted into PubWorks, after review of the data submitted, our best estimate is that it would be a \$5,000 (40 Hours) effort. The conversion efforts exceeding this estimate would be invoiced at a rate of \$125 per Hour. PubWorks guarantees that conversion costs will not exceed 15% of above conversion estimate.

Additional Modules

PubWorks Mobile Application¹: \$4,000 (Annual Support & Maintenance= \$1,000)

GIS MapViewer²: \$4,000 (Annual Support & Maintenance= \$1,000)

¹PubWorks does not provide mobile devices.

² The **PubWorks** MapViewer has been built using ESRI's ArcEngine. If the City does not already own licenses, an ESRI ArcEngine License is required for each concurrent user that needs access to the MapViewer. If you need multiple workstations to access the MapViewer at the same time, you will need a concurrent license for each of those workstations.

With GIS MapViewer, PubWorks will convert up to 7 GIS layers at no charge, if purchased in the initial package. The cost would be \$250 per layer, for layers over 7.

Annual Support and Maintenance (ASM)

1. Ongoing customer support is provided **free of charge** for the first six months, and thereafter at a charge equal to 20% of the cost of software purchased. ASM will be invoiced for a full-term, following the initial six-month free period. **ASM for the City will be \$4,400 annually for the package highlighted on page 3 above.** Annual Maintenance for “Additional Modules” would be added to this amount, and those costs are identified above, next to the respective Additional Module. PubWorks Mobile would also include a \$400 annual cloud fee, in addition to the ASM.
2. ASM fees may increase over time, as determined by the US BLS Consumer Price Index- U.
3. An active ASM agreement entitles you to unlimited customer support, all program updates, new versions and releases, and all enhancement.
4. If new software modules are purchased during this agreement, the annual payment amount will increase by 20% of the cost of the new module.

Installation and Set-up

1. We will install the necessary **PubWorks** folders and files that will be used run the PubWorks software and assist you in setting-up and configuring the software for your environment.

Data Conversion

1. Additional data conversion services performed by PubWorks after installation and training completed, will be invoiced at a rate of \$125/hour.

Training

1. Three-Days of On-site, hands-on user training at your facility.
2. Follow-up web-based training is provided **free of charge**.

Customer Support

1. **PubWorks** approach is Total Customer Satisfaction.
2. **Our Service Level Objective is to respond within 30 minutes of a customer’s notification of a problem.**
3. Contact **PubWorks** Support:
 - 1-888-920-0380 or via email at support@pubworks.com.
 - Support website, www.support.pubworks.com
 - Ongoing monthly training webinars, quarterly newsletters and an annual user conference.

Instructor Travel Costs

1. Travel costs are **not** included in the above quotes, and are based on current federal mileage rate, hotel, and meals for instructor travel.
2. Customer will only be billed for the actual costs incurred.
3. Travel costs are estimated approximately \$500-\$750.

Payment and Terms

1. Upon approval to purchase, Customer will be invoiced a sum equal to 50% of the total project costs.
2. Upon completion of the installation and user training, Customer will be invoiced for the remaining 50% plus any other agreed upon applicable charges including additional instructor travel costs.

References

1. **City of Mexico, MO (Customer since 2011.)**
Kensey Russell
Public Works Director
573-581-2100, ext. 313
krussell@mexicomissouri.org
2. **City of Walker, MI (Customer since 2003)**
Tracey Muilenburg
616-791-6854
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