



To: Gahanna City Council
Raymond Mularski, City Attorney

From: Kevin Schultz, Manager, Information Technology
Laurie A. Jadwin, Mayor

Date: June 24, 2021

Re: Department of Information Technology Report to Council (June 28, 2021 Meeting)

ACTION ITEMS

ACTION ITEM – REQUEST FOR SUPPLEMENTAL APPROPRIATION AND ORDINANCE (Agreement Between City and Woolpert, Inc to Implement City Works Asset and Workorder Management System & Citizen Portal)

On March 1, 2021 the Administration published a Request for Proposals (RFP) for Software and Implementation Services for an Asset & Workorder Management System with Citizen Engagement. The solicitation was reviewed by 38 vendors and 7 responses were received. A review committee made up of staff from Information Technology, Public Service, and Parks and Recreation reviewed, evaluated, and scored each response and short-listed three vendors. Interviews with each of the three vendors were held and a preferred vendor, Woolpert, Inc, was selected.

Woolpert's proposal details the implementation of City Works Software as a Service (SaaS) solution, meeting the requirements of the RFP. In brief, the proposed scope of work will implement a best practices City Works solution, integrate a Citizen Engagement Portal, review and make recommendations for improved GIS Database Design, identify additional system integration projects and efficiencies, provide training and on-site support. The implementation will take place over 10-12 months.

Upon completion of this project, all assets maintained by the Public Services and Parks & Recreation Departments will be managed by this system. This will generate greater operational awareness between field crews and management, give management the ability to identify resource gaps and constraints, improve inventory control, bolster the effectiveness of the City GIS System, and improve efficiencies between departments. The Citizen Portal will give residents the ability to submit and track service requests through a web enabled interface, which will direct their request to the appropriate department for handling, thereby increasing customer response time and enhancing the levels of customer service offered to residents. The robust reporting and visualization tools will make key performance metrics available to the Administration, Council, and Citizens alike.

We are requesting a supplemental appropriation in the amount of \$200,000 from the unappropriated, unencumbered balance of the Capital Improvement Fund to account 325.06.550.5505 – Capital Improvement Capital Projects to fully fund this project in the current year, 2021.

Based on the above, the Administration is respectfully requesting a Supplemental Appropriation and Ordinance authorizing the Mayor to enter into an Agreement with Woolpert Inc. and License Agreement with City Works to procure and implement the agreed scope of work. Because of the assignment of vendor resources, we are respectfully requesting an Emergency/Waiver for this Ordinance.

Legislation Needed:	Ordinance
Emergency/Waiver:	Waiver
Vendor Name & Address:	Woolpert, Inc. One Easton Oval, Suite 400 Columbus, OH 43219
Supplemental/Transfer (Amounts & Accounts):	\$200,000
FROM:	Unencumbered, unappropriated balance
TO:	325.06.550.5505 – Capital Improvement Capital Projects