



City of Palo Alto

City Council Staff Report

(ID # 11314)

Report Type: Consent Calendar

Meeting Date: 6/22/2020

Summary Title: Wastewater System Management Software

Title: Approve and Authorize the City Manager or Designee to Execute Contract Number C20171908 With Sedaru in a Total Not-to-Exceed Amount of \$205,952 to Provide Professional Services for Wastewater Collection System Management Software and Implementation, Including \$201,452 for Basic Services and up to \$4,500 for Additional Services

From: City Manager

Lead Department: Utilities

Recommendation

Staff recommends that Council approve and authorize the City Manager or his designee to execute contract C20171908 ([Attachment A](#)) with Sedarū in a total not-to-exceed amount of \$205,952 to provide professional services for Wastewater Collection System Management Software and Implementation, including \$201,452 for Basic Services and up to \$4,500 for Additional Services.

Background

The current software used to manage Wastewater Collection System and Operations maintenance activities is Redzone ICOM. All maintenance history, records, and attachments are stored in Redzone's cloud-based database. This software is antiquated and lacks functionalities to support Wastewater Operations' current and future business needs. For example, Redzone does not offer a mobile solution for staff to collect data or retrieve records in the field.

Staff encounters issues with ICOM software almost daily when entering work orders, attaching documents, or scheduling preventive maintenance activities. The loss of productivity is estimated to be one hour per day on average (or 0.11 FTE per year). The problems encountered include rebooting the software when the application freezes or crashes, validating data saved before the crash, and re-entering the missing data. In addition, the software is not always dependable due to data translation/synchronization issues. As a result, Utilities Wastewater Operations must perform extra work to make sure all the sewer mains are captured when scheduling hydro-flushing and maintenance work. Redzone does not have any plans to upgrade or improve this product and staff is not receiving prompt and adequate support from the vender when issues occur. Therefore, replacement software is needed to

prioritize, plan, schedule, and track Operations planned or unplanned maintenance work.

Discussion

The new wastewater management system will be primarily used by Utilities Wastewater Operations staff. The Sedarū software will be customized to utilize scheduling and work orders that are designed to follow the CPAU's workflow and processes. The system will be linked to the GIS data in the City's Oracle database to periodically update the wastewater utility information. It will also work in conjunction with Wastewater Operations' CCTV system to store images and reports of sewer main and lateral assessment. This software also provides a mobile solution, which allows field data collection and remote access to utility and work order information to increase productivity.

On February 27, 2020, a request for proposals (RFP) for Wastewater Collection System Management Software and Implementation was posted on PlanetBids through the City's web portal. Utilities Department received only one response. Staff reached out to companies that did not submit bids and received feedback indicating they do not have the product or capacity to provide the services. The proposed cost of \$205,952 is three percent (3%) above the Engineering Division's estimate of \$200,000. Staff believes the submitted cost is reasonable for the scope of this project and there are no other vendors that can provide a better software solution to meet the requirements.

Staff reviewed the proposal for completeness and evaluated the consultant based on qualifications, past performance of similar work, the ability to provide services, and proposed costs. Sedarū is a reputable company and its software is a proven product used by many utility agencies. Therefore, Sedarū was deemed qualified to perform the work under this contract.

Summary of Solicitation Process:

Proposal Description/Number	RFP #171908
Proposed Length of Project	6 months
Number of Notices sent to Vendors via City's eProcurement System (PlanetBids)	819
Number of RFP Packages Downloaded by Consultants	18
Total Days to Respond to Proposal	28
Number of Proposals Received	1
Company Name	Sedaru
Address	168 E Arrow Hwy, Suite 101 San Dimas, CA 91773

The cost of this Contract includes system configuration, customization, workflow creation, training, as well as first year license subscription, user licenses, and ongoing maintenance & support.

Resource Impact

Funding for the contract is available in the FY 2020 Wastewater System Improvements project (WC-15002). Funds for the first year of license subscription, user licenses, and ongoing maintenance & support is included in the contract. Subsequent annual funding of approximately \$34,440 for licensing and support will be funded from the Wastewater Collection operating budget subject to City Council approval of annual appropriations. Below is a breakdown of the major tasks and costs of the contract.

Tasks	Cost
Project Management	\$ 29,472
Data Conversion/Migration	\$ 86,804
System Configuration	\$ 37,866
Training	\$ 12,870
Annual Subscription	\$ 34,440
Future Enhancement	\$ 4,500
Total	\$ 205,952

Policy Implications

The approval of this contract is consistent with existing City policies including the Council approved 2018 Utilities Strategic Plan-Strategic Objectives¹: Priority 3: Technology Tactical Action Plan, which established a proactive investment in and utilization of technology to enhance the customer experience and maximize operational efficiency to support reliability and resiliency.

This contract is on the City's professional services contract template, which permits the City to terminate without cause/for convenience by providing written notice to the contractor. In the event the City finds itself facing a challenging budget situation, and it is determined that City resources need to be refocused elsewhere, the City can terminate for convenience. Other options include termination due to non-appropriation of funds or amending the contract to reduce the cost, for example, by reducing the scope of work. The contract may also be temporarily suspended by written notice of the City Manager.

Stakeholder Engagement

Stakeholder engagement for this project consisted of the request for proposal and bidding process described above. No public engagement was deemed necessary.

Environmental Review

Approval of these contracts does not constitute a project under Public Resources Code Sec. 21065; therefore, California Environmental Quality Act (CEQA) review is not required.

¹ https://www.cityofpaloalto.org/gov/depts/utl/about/utilities_strategic_plan.asp