



County of San Mateo

Inter-Departmental Correspondence

Department: PUBLIC WORKS

File #: 21-731

Board Meeting Date: 9/14/2021

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Ann M. Stillman, Interim Director, Department of Public Works
Subject: Agreement with MaintStar Road Asset Management System

RECOMMENDATION:

Adopt a resolution authorizing an agreement with MaintStar, Inc., for the purchase, implementation, and service maintenance of a computerized asset management system in the amount of \$300,000 for the term of September 15, 2021 to September 14, 2026.

BACKGROUND:

The Department of Public Works (Department) is currently using Hansen/Info8 as the computerized maintenance management system for tracking service requests and work to be performed. This system is limited with its mapping and tracking capabilities. The Department needs a system that can address the map centric needs of the Department's Roads Services Division.

DISCUSSION:

A nationwide Request for Proposal was released in February 2021, through the County's Public Purchase portal, which yielded eight proposals (Attachment A). Proposals were reviewed and evaluated by Department staff and MaintStar was chosen as the software that best meets the needs of the Department. MaintStar provides asset management and maintenance software to better manage and monitor the County's road and stormwater assets. The software also allows community interface and automated geolocation for reporting of road repair concerns.

MaintStar Inc. has 35 years of experience with public works-type asset management. The new MaintStar Version 15 is map centric which will allow community and staff to report specific locations on a map to identify potholes and other road related issues that cannot be easily associated with a specific address. The system allows the community direct access to the Department's service request module to identify traffic signal light outages, potholes, sidewalk damage, and other right of way related issues. Residents can enter and track the status of request(s) directly from desktop computers or cell phones for greater efficiency and accessibility.

The Department is recommending this Board authorize an agreement with MaintStar for the purchase, implementation, and five-year service agreement of an asset management system.

County Counsel has reviewed and approved the resolution as to form. ISD has reviewed and approved the software.

FISCAL IMPACT:

Funding in the amount of \$300,000 is included in the adopted FY 2021-22 Road Fund. There is no impact to the General Fund.

Attachment:

Exhibit A - RFP Bid Results