



County of San Mateo

Inter-Departmental Correspondence

Department: PUBLIC WORKS

File #: 23-527

Board Meeting Date: 6/13/2023

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Ann M. Stillman, Director, Department of Public Works

Subject: Waiver of the Request for Proposal Process and Authorizing an Agreement with Carahsoft Technology, Inc. for software licensing, application hosting, and maintenance of IBM Maximo Asset Management System

RECOMMENDATION:

Adopt a resolution waiving the Request for Proposal process and authorizing:

- A) The President of the Board of Supervisors to execute an agreement with Carahsoft Technology, Inc. for software licensing, application hosting, and maintenance of IBM Maximo Asset Management System in the amount of \$794,162 for the term of June 15, 2023, to June 14, 2028; and
- B) The Director of Public Works to execute contract amendments which modify the County's maximum fiscal obligation by no more than \$25,000 (in aggregate) and/or modify the contract term and/or services so long as the modified term and/or services are within the current or revised fiscal provisions.

BACKGROUND:

On June 2, 2020, this Board approved Resolution No. 077475, which authorized an agreement with Carahsoft Technology, Inc. in the amount of \$1,008,739 for a term of July 1, 2020, through June 30, 2021, to purchase software licensing for hosted "software as a service," implementation services, and application maintenance and technical support necessary to the administration of Facilities and Utilities Divisions maintenance management. Amendment No. 1 extended the term of the agreement with Carahsoft Technology, Inc. through June 14, 2023.

The Department of Public Works (Department) is requesting this Board waive the Request for Proposals process as the maintenance of this software is exclusive to Carahsoft Technology, Inc. and can only be delivered by them.

In recognition of the Department's significant investment in the purchase and implementation of the

IBM Maximo Asset Management System (Maximo) and the significant cost savings for long term licensing, the Department recommends authorizing a five-year agreement with Carahsoft for continued service and waiving the three-year contract limit.

The Department is using Maximo for maintenance management of the County's facilities and the County's sewer/sanitation and streetlight districts infrastructure. Maximo has simplified maintenance management of these facilities by ensuring tasks are prioritized correctly, appropriately routed and tracked, and that utilities and building systems and components are inventoried accurately and placed on a maintenance schedule.

DISCUSSION:

Maximo is a market leading fully integrated platform that uses advanced analytic software which helps organizations plan, track, measure, and optimize maintenance activities on a digital platform. Key benefits with Maximo include streamlined facility operations, integration of asset system information, and history which allows for the extension of system and asset lifecycles and unifies asset management processes. Maximo improves users' ability to manage a large and complex portfolio of assets, including facilities, sewer lines, streetlights, and other infrastructure.

Maximo is cloud-based, improving accessibility for all staff. Maximo also provides increased customizations of automated workflows for customer service requests and work orders, tighter integrations with ArcGIS mapping software, and increased granular security rights. Continuation of Maximo usage coincides with the transition to the next iteration and upgrade to the IBM Maximo Application Suite, which supports the Department's efforts in utilizing an asset management system.

County Attorney has reviewed and approved the resolution and agreement as to form.

FISCAL IMPACT:

Appropriations will be included in the annual operating budgets for the Facilities and Utilities Divisions in FY 2023-24 through FY 2027-28. Funding for contract expenses will come from facility service charges and utility special district revenues.

There is no additional impact to the General Fund.