

# Mayor and Council Communication

DATE: 02/14/23

M&C FILE NUMBER: M&C 23-0121

LOG NAME: 60BRIO SERVICES MAXIMO

## **SUBJECT**

(ALL) Authorize an Agreement with Brio Services LLC for Maximo Software as a Service, Program Management, Software Configuration, and Consulting for the Water Utility's Work Order and Asset Management System for an Annual Operating Cost Not to Exceed \$507,000.00

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## **RECOMMENDATION:**

It is recommended that the City Council authorize a new agreement with Brio Services LLC for continued software as a service for Maximo, program management, software configuration, and consulting for the Water Utility's Work Order and Asset Management System for an annual operating cost not to exceed \$507,000.00.

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## **DISCUSSION:**

On June 16, 2015, the City Council approved Mayor and Council Communication (M&C C-27349), authorizing a contract with Brio Services, LLC (Brio) to provide Software Configuration Program Management for the Upgrade of the Water Utility's Work Order and Asset Management System known as Maximo. Maximo has been in use in the Water Utility since 2005 and continues to be updated and enhanced to support the Utility's Enterprise Asset Management Framework. Maximo is used by Field Operations and Plant Operations to manage the maintenance and lifecycle support for all assets used to treat and deliver water and wastewater services throughout Fort Worth and the region. The Utility uses Maximo to plan, schedule, and assign work, manage warehouse stock, and issue parts. Crews in the field use mobile devices to document work performed and report the status of repairs. Maximo also integrates with the Utility's Customer Relations Management (CRM) software, the Utility's Geographic Information System (GIS), the City's Financial Management System, the City's MyFW application, and the Fire Department's Records Management System. The data collected by using Maximo enables Utility engineers and leaders to prioritize and plan capital improvements based on the likelihood and consequence of failure, overall condition scores, cost of ongoing repairs and maintenance, and safety or regulatory requirements

Brio Services, LLC, has provided ongoing program management for the Maximo implementation under City Secretary Contract Number (CSCO) 46815. The Project Team selected Brio because of their expertise in Work and Asset Management, the water utility industry in general, and the administration of the Maximo software platform. Brio also possesses extensive knowledge of Fort Worth's Water Utility operations and business processes derived from previous engagements and projects. Brio continues to provide comprehensive program management, process improvement, functional direction, software configuration, software-as-a-service oversight, user training, and other services related to the implementation of Maximo to support Utility's Enterprise Asset Management Framework.

Approval of this M&C will authorize a new agreement for the annual operating expenditures for Brio to continue to administer the Maximo program and consolidate multiple expiring contracts into one engagement. Brio will manage the closeout of the capital project and the transition to a software-as-a-service subscription model at a lower annual operating cost. The total contract spending authorization shall not exceed \$507,000.00 with annual cost increases authorized not to exceed 5%.

Funding is budgeted in the Other Contractual Services account of the Water IT Services and Wastewater IT Services Department's within the Water and Sewer Fund.

## **Administrative Change Order**

An administrative change order or increase may be made by the City Manager in the amount up to the maximum allowed under state law and the City Code and does not require specific City Council approval as long as sufficient funds have been appropriated.

## **AGREEMENT TERM**

This Agreement will commence upon signature of the Assistant City Manager, and end one year from the date signed.

## **RENEWAL OPTIONS**

This Agreement may be auto-renewed for four additional one-year terms at the City's option. This action does not require specific City Council approval provided that the City Council has appropriated sufficient funds to satisfy the City's obligations during the renewal term.

**DVIN:** Water was approved for a sole source exemption by the City Attorney's Office. Therefore, the business equity goal requirement is not applicable.

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## **FISCAL INFORMATION / CERTIFICATION:**

The Director of Finance certifies that funds are available in the current operating budget, as previously appropriated, in the Water and Sewer Fund to support the approval of the above recommendation and authorize the agreement. Prior to any expenditure being incurred, the Water Department has the responsibility to validate the availability of funds.

**Submitted for City Manager's Office by:** Dana Burghdoff 8018

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