

## Meeting Agendas/Info

**CITY COUNCIL  
COMMUNICATION:**

**ITEM \_\_\_\_\_**

**OFFICE OF THE CITY MANAGER  
CITY OF DES MOINES, IOWA**

**01-276**

**SYNOPSIS -**

**AGENDA:**

MAY 21, 2001

**SUBJECT:**

SELECTION OF  
COMPUTERIZED  
MAINTENANCE  
MANAGEMENT  
SYSTEM DESIGN  
AND  
INSTALLATION AT  
THE WASTEWATER  
RECLAMATION  
FACILITY (WRA)

In the 2000-2001 WRA Capital Program Budget funds were allocated for a Computerized Maintenance Management System (CMMS) at the WRA Wastewater Reclamation Facility. In order to have this specialized system designed and installed by a reputable and qualified software consultant, and to get the best value for money invested, it was determined that the Request for Proposal (RFP) process would best accomplish this objective. A RFP was sent out to ten firms in January. Four firms responded with proposals. A committee met to select three firms to present demonstrations of their maintenance management systems. DataStream, (Larry Blackwell, President and CEO, 50 DataStream Plaza, Greenville, South Carolina, 29605) was chosen as the best program.

**FISCAL IMPACT -**

The estimated cost of the project is \$244,732.

**TYPE:**

**RECOMMENDATION -**

**RESOLUTION**  
ORDINANCE  
RECEIVE/FILE

**Approval.**

**SUBMITTED BY:**

FLOYD BENTZ, P.E.  
CITY ENGINEER

WILLIAM STOWE  
PUBLIC WORKS  
DIRECTOR

On January 22, 2001, by Roll Call 01-237 the City Engineer was authorized to send out RFP's for a computerized maintenance management system for the Wastewater Reclamation Facility (WRF). This system will replace the existing system and will complement the process control system now being installed at the WRF.

RFP's were sent out to ten firms that specialize in computerized maintenance management systems. Four firms responded with detailed proposals. These firms were:  
Computerized Facility Integration, Inc.

Mainsaver  
DataStream Systems, Inc.  
Avantis

A team consisting of personnel from several departments was formed to select three firms to present demonstrations of their software products. The firms selected for the demonstrations were:  
Computerized Facility Integration, Inc.

Mainsaver  
DataStream Systems, Inc.

The demonstrations consisted of an eight-hour period for each firm. Four hours was devoted to product presentation and four hours for questions.

Following the demonstrations, the team met to select a firm that would provide the software and services for a system that would be compatible with existing software and provide the services that would enable a successful implementation at the WRF. The team selected DataStream Systems, Inc. as being the firm having the product and services that would most benefit the WRF in implementing a new computerized maintenance management system. Additionally, selected members of the team visited the Des Moines Water Works, Helena Chemical and the Cedar Rapids Wastewater Treatment Plant where the DataStream software is being used to determine current users satisfaction with the product.

The team's recommendation was based on the cost being about \$10,000 less than the Mainsaver software and half the cost of the CFI, Inc. software. The following factors also helped the team decide in DataStream Systems favor:

- 24-hour telephone support.
- Internet access to technical support to access the system during the troubleshooting process. This will provide expert guidance on-line and real-time.
- Online DataStream Web Analyst, a troubleshooting tool, that provides unlimited access to knowledgeable and qualified support.
- Guaranteed Response Times: each call is answered within 30 minutes, and will be ranked in accordance with severity levels, ranging from urgent to low.
- Meeting Center-a multimedia Web-based meeting service that allows users to share documents, browsers, presentations, and applications free of charge.
- Security can be controlled by fields, an absolute must for our facility eliminating individual users or groups from accessing specific data.

- Searches can be conducted on any field using wild cards.
  - User Friendly-allows the users access to multiple screens from one screen.
  - Local Users Support Group-DataStream is the only Asset Management software provider that has an established local support group, consisting of the Des Moines Water Works, Helena Chemical and Pella Windows along with several others.
  - Free upgrades-under our service agreement we will receive all technical patches, enhancements, and free upgrades.
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