



# City of Galveston

## DEPARTMENT OF INFORMATION TECHNOLOGY

### STAFF REPORT

**Date** October 28,2021

**To:** City Manager  
Mayor and City Council Members

**From:** Hope Dean, Information Technology, Executive Director

**Project location:** N/A

**Project:** VUEWorks Software Maintenance Agreement

#### **Request:**

Consider for approval the annual maintenance support agreement for the City's Public Works asset and maintenance management system, VueWorks, to Data Transfer Solutions (DTS) in the amount of \$20,000.

#### **Prior Council Action**

2020 council approval for 1 year agreement

#### **Background**

1. VueWorks was implemented in 2017 for the Public Works Department and has served as an asset and maintenance system. The software program is utilized in the Public Works and Municipal Utilities Department. The software program allows effective management across all facets of the operation.
2. The City implemented the VueWorks solution through contract COG-CON-16-152, with implementation completed in December 2018. The first year of support and maintenance for 2019 was included in the contract. The implementation of the system was funded through the Technology Improvement Fund at a cost of \$356,560.



3. The solution contains proprietary code that is not accessible by the IT team and cannot be supported by any vendor. Without the maintenance agreement, the City would be unable to obtain critical software patches and ensure the health and stability of the system.

**Fiscal Impact Report**

- **Funding Source.**
  - Public Works Operating Budgets
- **Total Cost.**

Description	Amount
Annual Software Support Agreement	\$20,000
Total	\$20,000

**Alternatives**

- Option 1 – The City of Galveston could opt to purchase an entirely new asset and maintenance management package. This would incur the expense of the purchase, implementation, training, maintenance, and resources for deployment.
- Option 2 – Opt to not renew the maintenance support agreement. The city would be unable to obtain support on the system as needed..
- Option 3 – Renew maintenance support for one (1) year

**Staff Recommendation**

Approve the renewal of the annual maintenance support to Data Transfer Solutions in the amount of \$20,000.

**Attachments**

Quote # 100059953