



City of Galveston

DEPARTMENT OF INFORMATION TECHNOLOGY

STAFF REPORT

March 24, 2020

To: Brian Maxwell, City Manager
Honorable Mayor and City Council

From: Hope Dean, Executive Director & CITO

RE: 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.

I. BACKGROUND

VueWorks was implemented in 2017 for the Public Works Department and has served as an asset and maintenance system. The software program is utilized by in the Public Works Department. The software program allows effective management across all facets of the operation.

II. CURRENT SITUATION

The City implemented the VueWorks solution through contract COG-CON-16-152, with implementation completed in December 2018. The first year of technical 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.

III. ISSUES

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



IV. ALTERNATIVES

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.
2. Opt to not renew the maintenance support agreement. The city would be unable to obtain support on the system as needed.
3. Renew maintenance support for one (1) year

V. RECOMMENDATION

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

VI. FISCAL IMPACT REPORT

Requested by:	Hope Dean Executive Director & CITO
Funding Source:	Public Works Operations Budget
Costs of implementation:	\$20,000.