

An aerial view of a city skyline at sunset, with a colorful square graphic (green, blue, yellow, pink) centered over the text.

Marketplace.city

Where Local Governments Find, Validate and Procure Great Technology

Aurora, IL

Asset Management System – Final Briefing Packet

BUSINESS CHALLENGE

Aurora seeks a comprehensive software solution to monitor and manage the City's physical asset portfolio, including its streets, parks, traffic and water systems. Stakeholders seek city-wide visualizations supported by the system's native ESRI integration, with instant access to the underlying granular details of any asset, its maintenance history, and lifecycle. The desired system will convert insights into action with a streamlined work order management system with robust mobile functionality to support field access.

PROJECT BACKGROUND

The City of Aurora currently utilizes a variety of legacy software to piece together municipal asset status. These different systems hold different data sets and utilize different workflows. Redundant data entry is often required across these systems to ensure an asset's status is fully captured. The current system loses support after September 2024, triggering this procurement.

Public Works' Engineering Division manages all major improvements to the City assets and infrastructure, including roadway resurfacing and reconstruction, traffic signals, bridges, sanitary and storm sewers, water mains, sidewalks and new developments. The selected system will provide the backbone of this effort.

Procurement Process:

- Created Market Landscape with 20+ companies for discussion with project leadership.
- In collaboration & consultation with Aurora Public Works stakeholders, Marketplace.city drafted the [Solicitation](#) for vendors to complete in order to be included in the reporting and selection process.
 - It was publicly posted on 3/25/24 and closed 5/1/24.
- There were 23 total responses completed by the deadline – [Raw Data File Here](#).
 - The 23 responses comprised of 19 different software platforms. Two systems were proposed by multiple vendors; Cityworks & IBM Maximo. These were evaluated based on the strength of their 3rd party implementors and total cost, beyond the system itself.
 - A One-Page Summary PDF stacking all 23 vendors against key summary metrics can be found here: [One-Page Aurora AMS Summary](#). (Also inserted as next slide)
 - The Full Vendor Response Analysis from Spring 2024 can be [Found Here](#).
 - Full Vendor Documentation found here - [Full Vendor Documentation](#).

Submission Summary (All Responses)



Company Name	System Name	1-Page Solution Narrative	Can your system automatically make recommendations on potential work orders?	Please describe your solution's mobile functionality:		Extracted Pricing Estimates in Vendor-Provided Format
				Can you provide a public-facing mobile solution?		
Amarac Technologies Incorporated	Ascienti	Solution Narrative	Yes	Mobile-Optimized Website	Yes	Per-User Rate Card Attached 20 Users Annually @ \$3,564
AssetWorks Inc.	AssetWorks EAM	Solution Narrative	Yes	Dedicated Mobile App	No	5-Year Total: \$772,155.59
AtkinsRéalis USA Inc.	VUEWorks	Solution Narrative	Yes	Dedicated Mobile App	Yes	5-Year Total: \$375,000 - \$550,000
AtomAI Solutions Inc.	Atom Software	Solution Narrative	Yes	Dedicated Mobile App	Yes	5-Year Total: \$550,000
Beehive Industries	Beehive	Solution Narrative	No	Mobile-Optimized Website	Yes	5-Year Total: \$736,000
Brightly Software Inc	Brightly IAM	Solution Narrative	Yes	Dedicated Mobile App	No	5-Year Total: \$750,000 - \$950,000
CentralSquare Technologies	CentralSquare EAM	Solution Narrative	Yes	Dedicated Mobile App	No	5-Year Total: \$750,335
Quant16	Quant16	Solution Narrative	Yes	Mobile-Optimized Website	Yes	5-Year Total: \$1,920,000
FacilityForce, Inc	FacilityForce	Solution Narrative	Yes	Dedicated Mobile App	Yes	5-Year Total: \$1,120,167.66
KloudGin, Inc.	KloudGin EAM	Solution Narrative	Yes	Dedicated Mobile App	No	5-Year Total: \$800 - \$950,000
KOKOMO SOLUTIONS, INC	Kokomo Access	Solution Narrative	Yes	Dedicated Mobile App	Yes	5-Year Total: \$2,620,000
Maintstar	MaintStar EAMS	Solution Narrative	Yes	Dedicated Mobile App	Yes	5-Year Total: \$570,934.97
Novotx, LLC	Elements XS	Solution Narrative	Yes	Dedicated Mobile App	Yes	5-Year Total: \$648,998
OpenGov, Inc.	Cartegraph	Solution Narrative	Yes	Dedicated Mobile App	No	5-Year Total: \$550,000 - \$1,050,000
Oxalis Solutions LLC	Jira	Solution Narrative	Yes	Dedicated Mobile App	Yes	5-Year Total: \$374,540
Sitehound, Inc	Sitehound	Solution Narrative	Yes	Dedicated Mobile App	No	5-Year Total: \$293,000
Univerus Inc.	Univerus Assets	Solution Narrative	Yes	Dedicated Mobile App	Yes	5-Year Total: \$348,128
NV5 Geospatial, Inc.	Cityworks	Solution Narrative	No	Dedicated Mobile App	Yes	5-Year Total: \$774,616.24
Timmons Group	Cityworks	Solution Narrative	No	Mobile-Optimized Website	Yes	5-Year Total: \$769,616.24 - \$839,616.24
Woolpert	Cityworks	Solution Narrative	No	Dedicated Mobile App	No	5-Year Total: \$1,212,423.24
ABSG Consulting Inc	IBM Maximo	Solution Narrative	Yes	Dedicated Mobile App	No	5-Year Total: \$536,399
Starboard Consulting, LLC	IBM Maximo	Solution Narrative	Yes	Dedicated Mobile App	No	5-Year Total: \$4,236,625
ZPROCIS SOLUTIONS INC.	IBM Maximo	Solution Narrative	Yes	Dedicated Mobile App	No	5-Year Total: \$2,398,567.70

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 - Full Vendor Documentation found here - [Full VRA Vendor Documentation](#).
- After review by the Aurora project team, five preferred solutions emerged. These include: Beehive, Brightly IAM, Cartegraph, Cityworks, and MaintStar EAM. Three separate vendors proposed the underlying Cityworks solution.
 - In June 2024, the project team conducted 90-minute demonstrations with these five systems. Based on written submissions, Timmons Group was determined to be the most attractive Cityworks partner.
- Based on project team preference after the first round of demonstrations, Cartegraph, Cityworks, and MaintStar were invited for additional deep-dive 2.5-hour demonstrations with broader City teams and a prepared [Final Demonstration Guide](#).
- After the demos, the three finalists were invited to submit their final proposals by 9/13/24 - [Raw Data File Here](#)
 - [Full RFP Documentation](#)

Final Scoring Overview



Scoring Criteria		Vendor Evaluation		
		Maintstar	OpenGov (Cartegraph)	Timmons Group (Cityworks)
Capabilities / Solution	25%	5.85	8.88	7.38
Experience and Qualifications	20%	5.50	8.05	7.55
Approach, Services, Implementation Methodology	10%	6.65	7.68	6.85
Pricing and Contract Model	20%	7.35	6.58	6.20
Additional Services / Innovation	25%	5.30	7.00	6.00
Weighted Scoring		6.02	7.66	6.78

Recommendation – Cartegraph



The project team unanimously recommends OpenGov’s Cartegraph solution for the City of Aurora’s new Asset Management System. This choice merges a best-in-class solution with a specific, achievable implementation plan. Numerous team members have voiced their confidence in *this* system’s adoption throughout Public Works.

DECISION FACTORS

Adoptability & Ease-of-Use: As the most mapping-centric solution, stakeholders have remarked on Cartegraph’s intuitive interface after every demonstration in this process. Since any system selection brings switching costs / learning time for Public Works teams, ease-of-use is top of mind for team leads. They consider a slightly less-expensive system rarely used a worse investment. Quotes include:

- “It was the only time during the demonstrations where I thought, yes, my team would use this.”
- “I immediately saw how I could apply the software to my tasks.”

Robustness: Paired with ease is power – Cartegraph offers functionality seen nowhere else in this process. For example, Public Works users can also assign, attribute, and document work to “non-asset features,” such as storm clean-up.

Implementation Preparation: OpenGov provides a one-stop shop services experience without the need for 3rd party implementation or support. Project leads have already seen detailed implementation, integration, and SLA documentation that provide confidence in success. Given the size and complexity of this system, a multi-year phased approach is recommended, which also helps level-out annual payments.

Contract Details

CONTRACT TYPE	Software-as-a-Service
CONTRACT DURATION	5 Years
PRICING SUMMARY	Year 1: \$248,965 Year 2: \$293,495 Year 3: \$197,915 Year 4: \$207,810 Year 5: \$218,201
CONTRACT DOCUMENTS	Final Documentation