Meeting Date: November 1, 2023

Submitted by: Rob Cascaden, Director of Public Works and Engineering, Tiffany Farrell, Director of Corporate Services

Report No: CPS-43-2023

Subject: Asset Management Software Program Update

Recommendation:

THAT Report CPS-43-2023, re: Asset Management Software Program Update be received;

AND THAT Council approves the cancellation of the Dude Solutions Software (Brightly);

AND FURTHER THAT Council delegate authority to the Director of Public Works and Engineering to execute all related service agreements with a new asset management service provider in 2024 as part of the 2024 budget.

Purpose:

The purpose of this report is to provide Council with an update on the Municipality's asset management software solution and obtain approval on changing software packages in 2024.

Background:

Prior to 2021, Middlesex Centre stored all asset data in excel workbooks and used Assetic Financial predictor software for our financial modelling. In 2020, staff began to review asset management software packages and obtained information on three proponents as outlined below.

1. Dude Solutions – Asset Essentials Enterprise package which includes all types of assets owned by the Municipality, analytics, inventory, and work order management (maintenance model) for an implementation cost of $7,116 and annual subscription fees of $12,846.60 for a total of $19,962.60. The annual cost to the Municipality for the maintenance of this software is $12,846.60, as stated above. Dude Solutions owns Assetic Predictor software ($10,500 annually) which is the Municipality's asset management financial software, therefore these two systems work well together and compliment each other. This company is

relatively new to the Canadian market; however, all reference checks (Niagara Parks and North Perth) came back positive. Total annual ongoing cost - $23,346.60, this amount is consistent with the costs for 2024.

2. City Wide – This is the software solution used by all of the lower tiers in the County of Middlesex (only some were using it back in 2020). The software is split into two packages. The first package is the Asset Manager package which was approximately $15,000 to implement and license fees of $10,500 for a total of $25,500 in 2021. The second package is the maintenance manager with a standard implementation cost of $20,000 (with advanced implementation up to approx. $90,000 more) and license fees of $29,950 for a total of $49,950 for the basic implementation in 2021. Overall, the two packages would be $75,450 minimum, then annual subscription costs of $20,950 in 2021. The costs have changed significantly since 2021, staff are currently working with City Wide on securing up to date costs. Overall, this software would be consistent with what others in the County are using, but the cost is significantly higher.

3. Municipal Data Works (Marmak) - In 2005 OGRA worked collaboratively with the Ontario Ministry of Transportation (MTO) to derive an asset management solution, with the result being an asset management repository called Municipal Data Works (MDW). This system was previously used to store some of the municipal bridge and culvert data; however, in 2021, it was mainly an asset repository and did not have the same workflow capacity as the other two software solutions. Staff have recently completed another demo of this product and it has made some significant improvements. The system is still made up of three separate databases, however there is integration between the databases to some degree. Staff are working to obtain updated costing.

In February 2021, Staff brought forward a report to Council, CPS-06-2021 for the approval of a new asset management software solution, Dude Solutions Software, Asset Essentials based on the analysis above. In March of 2021, the Municipality purchased the software solution for asset management that integrated with Assetic Predictor and began its implementation. The following April 2022, the Municipality hired a dedicated Asset Management Coordinator who began working within the system and expanded on the inventory aspect of the assets and implemented the maintenance manager module.

The asset management program at the Municipality will continue to be a joint venture between all departments as lead by the Director of Public Works and Engineering (managing the assets, maintenance of the assets and analytics) and the Director of Corporate Services (financing strategy for assets).

Analysis:

To date the Municipality has been working with Asset Essentials as our asset management software solution. The system is still being implemented internally; however, most assets are now in the systems database and the maintenance manager module is in use for all departments. The intent of the software is to allow municipal staff to keep the asset information up to date and better manage the assets, allow for up-to-date financial modelling and forecasting and assist staff in the forecasting and tracking of maintenance of all our assets.

Regarding the Asset Essentials software, staff have experienced significant challenges with maintaining the system, software support, GIS integration and the customer portal (the front facing part of the system that our residents would use). These challenges have become unmanageable, and staff are suggesting that a new asset management software solution is the best option. If staff cancel the existing contracts by November 1, 2023, there will be no additional costs incurred. Staff will be able to export all data that is currently in the database to a file format that will be ready to import into another asset management software system.

Staff are currently working with City Wide and Marmack to prepare an implementation schedule, plan and finalize pricing. Once this data is put together, the Municipality will look at implementing a new software solution in 2024.

Financial Implications:

The municipality will have completed their 3-year contract with Dude Solutions in 2024, so there will be no cancellation fees. Staff are currently working with other software solutions on pricing for our system for 2024 and this information will be included in the 2024 budget.

Total costs included in the 2024 budget is $93,796.50

$23,346.50 is for the annual costs

$70,450 is for the implementation and licensing of a new system.

Strategic Plan:

This matter aligns with following strategic priorities:

- Sustainable Infrastructure and Services

The purchase of asset management software responds directly to Objective 4.3 – Continue with our asset management plan and apply a financial sustainability lens to all municipal assets and infrastructure. The system will assist in maintaining the asset information and communicating future decisions to Council and the public.

Attachments:

N/A