



Contra
Costa
County

To: Board of Supervisors
From: Julia R. Bueren, Public Works Director/Chief Engineer
Date: July 12, 2016
Subject: MaintStar Software and Services Agreement

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Public Works Director, or designee, to execute a Software and Services Agreement with MaintStar, Incorporated, in an amount not to exceed \$117,000 for new software modules, three years of annual support, implementation and configuration, and training that will enable the Public Works Department to receive customer complaints via smart device application and/or the County website for the period of July 12, 2016 through June 30, 2019, Countywide.

FISCAL IMPACT:

100% General Fund (2016-17 Venture Capital Funds)

BACKGROUND:

Public Works has been using MaintStar's computerized maintenance management software since 2003 to develop annual work plans for field maintenance crews, track work accomplishments and costs, and record customer complaints and responses.

This agreement is to purchase additional MaintStar modules (Mobile Citizen and Web Based Work Request System) that will enable Public Works to receive customer complaints

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **07/12/2016** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: Candace Andersen, District II
Supervisor
Mary N. Piepho, District III
Supervisor
Karen Mitchoff, District IV
Supervisor
Federal D. Glover, District V
Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: July 12, 2016

David Twa, County Administrator and Clerk of the Board of Supervisors

ABSENT: John Gioia, District I
Supervisor

By: Chris Heck, Deputy

Contact: Joe Yee, 925-313-2104

cc:

via smart device application and/or the County website.

BACKGROUND: (CONT'D)

Currently, Public Works requests such as pothole repairs, illegal dumping, drainage issues, etc., are received through phone calls, letters, and emails and then manually entered into the MaintStar system. MaintStar's new Mobile Citizen Module will allow citizens the option of reporting issues with their smart device and attaching a photo of the problem. The photos are geotagged which will help pinpoint the exact location and allow us to visualize the issue which will help us provide better and more complete service. The Web Based Work Request System will also allow customers direct entry of requested service information from their computer. Both methods will automatically generate a work request eliminating the need for manual entry by staff.

This agreement includes the new software modules, three years of annual support, implementation and configuration, and training.

CONSEQUENCE OF NEGATIVE ACTION:

This is proprietary software that can be purchased only from the manufacturer.