



Office of the City Manager

**12**

CONSENT CALENDAR  
July 23, 2019

To: Honorable Mayor and Members of the City Council  
 From: Dee Williams-Ridley, City Manager  
 Submitted by: Savita Chaudhary, Director, Information Technology  
 Subject: Contract: AMCS for Zero Waste Management Software System

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute a contract with AMCS for software hosting, implementation, maintenance and related services for a Zero Waste Management Software System for an amount not to exceed \$1,363,735 for the period commencing on July 24, 2019 through June 30, 2024.

FISCAL IMPACTS OF RECOMMENDATION

Funding for this recommendation for FY 2020 and FY 2021 in the amount of \$450,000 will be provided by FUNDS replacement fund and the remaining \$303,790 will be funded by Public Works Department as itemized below. Spending for this contract and related amendments for ongoing software licensing, maintenance and support in future fiscal years is subject to Council's approval of the proposed citywide budget and annual appropriation ordinances.

- \$347,160 FY 2020: Professional Services  
Budget Code: 503-35-362-376-0000-000-412-612990 (\$347,160)  
(FUNDS Replacement, IT, Enterprise Services, Professional Services)
- \$203,315 FY 2020: Hosting / Managed Services Fees  
Budget Code: 503-35-362-376-0000-000-412-612990 (\$102,840)  
(FUNDS Replacement, IT, Enterprise Services, Professional Services)  
Budget Code: 601-54-627-731-0000-000-472-612990- (\$100,475)  
(Public Works Zero Waste Administration)
- \$203,315 FY 2021: Hosting / Managed Services Fees  
Budget Code: 601-54-627-731-0000-000-472-612990-  
(Public Works Zero Waste Administration)
- \$609,945 FY 2022 Thru FY 2024: Hosting / Managed Services Fees  
Budget Code: 601-54-627-731-0000-000-472-612990-  
(Public Works Zero Waste Administration)

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**\$1,363,735 Total FY 2020 through 2024: Software Hosting, Implementation Professional Services and Hosting / Managed Service****CURRENT SITUATION AND ITS EFFECTS**

The City's current Zero Waste Management System is the FUND\$ Zero Waste Billing and Work Order system. Due to inadequacies of the FUND\$ work order system, Zero Waste is also using the Lagan CRM system as a makeshift work order system. This hodgepodge of systems is antiquated and inadequate to perform the necessary functions required by modern day Zero Waste operations. These systems are not integrated, lack digital field communications, and cannot provide effective fiscal management and data analytics typically offered by a modern Zero Waste Management software system. The current situation has led to inefficiencies in business workflow, delayed community response times, and limited reporting and analysis required to manage City refuse, recycling, and organics collection effectively.

On October 18, 2018, the City issued Request for Proposals (RFP) #19-11261-C for an improved Zero Waste Management Systems based upon business analysis completed by the Departments Public Works, Finance, and Information Technology in partnership with ThirdWave Corporation.

The City received one (1) response to the Zero Waste Management Systems RFP by the December 06, 2018 deadline. A committee of staff from the Public Works, Finance, and Information Technology departments conducted a comprehensive evaluation process that included proposal review, multiple vendor demonstrations, and reference checks. After a thorough review, staff selected AMCS as having a comprehensive, user-responsive, and effective solution for the City's current and future Zero Waste billing and work order system needs.

The Zero Waste Management System software is a Strategic Plan Priority Project, advancing our goal to provide an efficient and financially-healthy City government.

**BACKGROUND**

The City Zero Waste division operates a Transfer Station that services the entire City for both residential and commercial waste, recycling (excluding residential which is done by Ecology Center), and organics. Additionally, the Transfer station accepts waste, recycling, and organics from 400+ daily customers at the Transfer Station. The Zero Waste division has a fleet of 32 trucks that service the Berkeley community.

Since 1991, the City has used the SunGard Public Sector (formerly HTE) solution for Zero Waste billing and work orders. The SunGard system (a.k.a. FUND\$) runs on an IBM iSeries server and utilizes a legacy 5250 green screen user interface. The system is

keyed entry menus compared to modern point and click software. Beyond its interface impediments, FUND\$ lacks many of the advanced processing, reporting, data analysis, and granular security features that are readily available in newer software packages. The City has made 2,000 customizations to the product, including using water billing functions for refuse billing. As such, it requires heavy support from information technology staff to maintain the system.

In February 2018, the City contracted with the ThirdWave Corporation for a review of its current Public Works processes and service delivery, and for identification of areas for improvement and recommended business process changes. Discussions with ThirdWave included organizational and functional scope, as well as the development of functional requirements the City should seek in a Zero Waste Management software. From these analysis sessions, an RFP was produced and released on October 18, 2018 for a new Zero Waste Management System.

#### ENVIRONMENTAL SUSTAINABILITY

An improved system, with greater efficiency, will lessen the number of trips field employees have to visit a site to address an issue which reduces greenhouse gas emissions associated with travel time. This supports the reduction of carbon footprint and the goals of the City's Climate Action Plan. Further, the mobile application capability of the new Zero Waste Management System will eliminate the use of paper currently being used by virtually all field staff thus working towards the City's goal of achieving zero waste to landfills by 2020.

#### RATIONALE FOR RECOMMENDATION

Staff recommends AMCS for the new Zero Waste Management Software solution for the City's Zero Waste division as it best fits the requirements of the City and it scored high in the evaluation criteria outlined in the RFP and demonstrations. The AMCS Solution consists of the functionality that best meets the City's requirement. Furthermore, the reference checks reinforced AMCS's ability to deliver a quality Zero Waste Management Software solution on time and within budget.

#### ALTERNATIVE ACTIONS CONSIDERED

Staff considered staying with the existing systems, however, this is not recommended due to the inherent technical limitations and inadequacies of the existing FUND\$ Zero Waste billing and work order modules.

#### CONTACT PERSON

Savita Chaudhary, Director, Information Technology, 510.981.6541

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT: AMCS FOR ZERO WASTE MANAGEMENT SOFTWARE SYSTEM

WHEREAS, the current Zero Waste Billing and Work Order modules are within the antiquated FUND\$ system that cannot meet the current business requirements of the organization; and

WHEREAS, the City of Berkeley has identified the need to improve the efficiency of its Zero Waste Billing and Work Order processes; and

WHEREAS, the City of Berkeley desires to procure a Commercial Off-the-Shelf "Turnkey" system to handle Zero Waste Billing and Work Order processes; and

WHEREAS, on October 18, 2018, the City of Berkeley issued Request for Proposal No. 19-11261-C for Zero Waste Management Systems and received one (1) response; and

WHEREAS, in response to the City's Request for Proposal, vendor AMCS responded with a proposal that meets and in some areas exceeds the City's requirements; and

WHEREAS, funding for this recommendation for FY 2020 and FY2021 in the amount of \$450,000 will be provided by FUND\$ replacement fund and the remaining \$303,790 will be funded by Public Works Department and spending for this contract and related amendments in future fiscal years is subject to Council's approval of the proposed city-wide budget and annual appropriation ordinances.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is hereby authorized to execute a contract and subsequent amendments with AMCS for software hosting, implementation, maintenance and related services for a Zero Waste Management System, for an amount not to exceed \$1,363,735 for the projected period commencing on July 24, 2019 through June 30, 2024.