RESOLUTION 21-218

A RESOLUTION TO AUTHORIZE MAYOR TO SIGN AN AGREEMENT WITH DUDE SOLUTIONS FOR ASSET MANAGEMENT ESSENTIALS AS A CITIZEN REQUEST MANAGEMENT SYSTEM.

WHEREAS, the City of Spring Hill has identified the need to upgrade the City Hall chamber's camera system, audience router, and voting system for live and recorded presentation of BOMA, city committee and numerous other public city meetings;

WHEREAS, Dude Solutions currently provides asset management software for the Public Works Department; and

WHEREAS, A comprehensive system for Citizen Requests Management is needed in order to manage citizen interactions across all platform and provide a good customer experience for all citizen;

WHEREAS, Dude Solutions has an awarding winning application that will integrate with our current Dude Solutions at a reduced costs over the purchase of a different similar application; and

WHEREAS, City staff recommends approval of Resolution 21-218 to authorize the mayor to sign the agreement enabling the City to proceed with purchase of the system described above and detailed in the Dude Solution proposal.

NOW, THEREFORE BE IT RESOLVED, the City of Spring Hill Board of Mayor and Aldermen:

1. Approve the Agreement between the City of Spring Hill and Dude Solutions as presented
2. Authorize the Mayor to execute the Agreement attached hereto.

Passed and Adopted by the Board of Mayor and Aldermen of the City of Spring Hill, Tennessee on the 20th day of December, 2021.
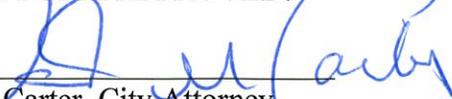
Jim Hagaman, Mayor

ATTEST:
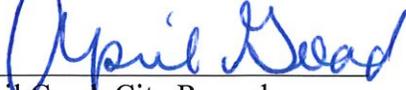
April Goad, City Recorder

LEGAL FORM APPROVED:

Patrick Carter, City Attorney

City of
SPRING HILL
TENNESSEE
est. 1809

REQUEST: *Approval of Resolution 21-218*

SUBMITTED BY: Pam Caskie, City Administrator

DATE: December 17, 2021

RE: Resolution 21-218, to authorize mayor to sign agreement with Dude Solutions for Asset Management Essentials as a Citizen Request System

ATTACHMENTS: Resolution 21-218
Proposal from Dude Solutions

PURPOSE:

The purpose of this request is to expand on software currently used to provide comprehensive citizen request management.

BACKGROUND:

The City of Spring Hill currently contracts with Dude Solutions for asset management software in the Public Works Department. It has been determined that management of citizen interaction, in order to provide the best possible customer experience, is a high priority. Dude Solutions has an award-winning application that will integrate with our current Dude Solutions software at a reduced cost over the purchase of a different similar application.

FINANCIAL IMPACT:

The cost for the expanded citizen management request software is $16,073.77, which is part of budget amendment #1

STAFF RECOMMENDATION:

Staff recommends approval.

ACTION REQUIRED (INCLUDE DEADLINE /PRIORITY):

Dude Solutions

PREPARED FOR

City Of Spring Hill

Pamela Caskie
City Administrator
199 Town Center Pkwy
Spring Hill, TN 37174

PREPARED BY

Dude Solutions

11000 Regency Parkway, Suite 400

Cary, NC 27518

PUBLISHED ON

November 03, 2021

Item	Price based on	Investment
Asset Essentials Enterprise	Population	10,867.77 USD
Asset Essentials Standard Implementation	One-Time	1,615.00 USD
Facilities/Physical Plant Module		Included
Streets/Signs/Sidewalks Module		Included
Storm Water Module		Included
Sanitation Module		Included
Parks, Recreation and Forestry Module		Included
Dude Analytics		Included
AE Safety		Included
Asset Essentials Inventory		Included
Virtual Consulting Service	2 Day(s)	3,591.00 USD
	Subtotal Investment:	**16,073.77 USD**

Total Investment: 16,073.77 USD

*4 months included at no additional cost on the first term 12/01/2021 - 08/31/2022

Pricing for the First Renewal Term is 26,082.64 USD

Dude Solutions

Asset Essentials – Standard Implementation

Purpose

Dude Solutions' (DSI) Asset Essentials with Standard Implementation service is designed to provide our clients with guidance by experienced subject matter experts to ensure an effective and efficient implementation and a faster ROI. With over 12,000 clients successfully using our software, we understand what it takes to successfully implement your solution and look forward to working with you through our Standard Implementation service.

Value

By partnering with Dude Solutions and taking advantage of our Standard Implementation service, you are provided expert guidance in the best practice configuration and usage of Asset Essentials. By following our focused project plan, you will experience fast time to value and will see your AE account configured and ready to use within 30 days, plus an additional 30 days of go-live support from your Implementation Specialist. Our Train-the-Trainer approach streamlines the implementation process and empowers the Client Project Lead to fully own and operationalize Asset Essentials quickly within their organization.

Deliverables

- Project Kickoff call
- Access to Basecamp project collaboration tool
- 30-day implementation support
- Optional template-based data imports for available Location, Asset, and User data during the project period
- 1-on-1 configuration guidance by dedicated Implementation Specialist
- 30-day go-live support
- Train-the-trainer best practices and content to onboard your team
- Unlimited access to Help Site and Virtual Classroom Trainings

Methodology and Approach

With over 12,000 clients successfully using our software, we understand the importance of moving quickly to be able to configure a new system and drive adoption within your organization to facilitate a smooth transition from your current system to Asset Essentials. Your Standard Implementation service will begin with a Kickoff Call with one of our Project Coordinators. From there, a dedicated Implementation Specialist will guide and assist you through the implementation project. The first 30 days are focused on account configuration and training while the final 30 days are dedicated towards go-live support to ensure account enablement. By following this plan you'll be empowered to effectively streamline your operations using Asset Essentials. Below is a sample Standard Implementation service delivery:

Sample Standard Implementation Service

Your dedicated implementation team will be here to assist you during the duration starting during the Kickoff call.

Project Kickoff & Building Your Foundation: Weeks 1-2	

Project Kickoff

Kickoff Call with Project Coordinator. Agenda:

- Introductions – Project Roles and Responsibilities
- Overview of Implementation Process and Tools
- Discuss Current Processes and Goals
- Review Basecamp and Resources
- Review Account Setup Spreadsheet
- Determine Timeline and Next Steps

Account Setup and Configuration

- Attend Fundamentals virtual classroom training or review equivalent help content
- Understand basic navigation and configuration requirements
- Watch First Steps video
- Compile location, user, work category, and asset data in templates
- Initial Data Review Call with Implementation Specialist
- Login to Asset Essentials pending client data load
- Become familiar with basic functionality of the system
- Configure locations, users, work categories, assets
- Connect with Implementation Specialist on account configuration progress

- If integrating AE with GIS - Rest URLs/WebMap ID
- Set Initial Map Extent
- Configure Map Service and/or Geocode Service
- Confirm GIS data loads properly on Map- To test, turn on 3-5 GIS layers in the map view to confirm the data displays correctly
- Confirm GIS data loads properly on the Mobile App map
- Sync **ONE LAYER** at minimum to test for any potential issues.
- On Map – make sure you can identify an asset and create a WO against it.
- On App – make sure you can "Create WO" and associate to a GIS-synced Asset.

Work Order Management: Week 3	

Account Setup and Configuration	• Attend Work Order Management virtual classroom training or review equivalent help content • Attend Mobile App virtual classroom training or review equivalent help content • Continue account configuration of work categories, priorities, work types, approval routing, email notifications • Connect with Implementation Specialist on account configuration and work order management progress • Download Mobile App and review Help Documentation • Review mobile functionality with Implementation Specialist

Preventative Maintenance: Week 4

Account Setup and Configuration	• Attend Preventive Maintenance virtual classroom training or review equivalent help content • Begin setting up PM Schedules • Create and complete test PM work orders • Connect with Implementation Specialist on account configuration progress

Go Live Support: Use Case Testing and User Training: Weeks 5-7

Use Case Testing and User Training	• Perform use case testing to ensure solution readiness • Submit test requests to confirm routing and approval process • Confirm email notifications are sent and received as expected • Have representatives from various user roles login to confirm they can execute job functions as expected • Ensure desktop and mobile functionality and views are as expected • End users access and review online help documentation • Confirm users can access AE and perform expected job functions

Go Live Support: Prepare for Launch and Project Close: Week 8

Implementation Complete and Project Close	• Confirm goals defined during Kickoff call have been met • Confirm product readiness • Introduce ongoing DSI resources • Close project

Excluded from Standard Implementation

For the avoidance of doubt, the following services are not included:

- Evaluation of your current practices, policies and procedures for the purposes of performance improvements.
- Troubleshooting any issues related to your IT infrastructure or mobile devices
- Migration of data from other systems or locations
- Export of data to any other systems or third parties
- Role-based end-user trainings

Completion Criteria

The steps (To Do's) in the Basecamp project plan represent the individual activities that constitute Standard Implementation for Asset Essentials. Upon completion of the required To Do's, the Standard Implementation Service will be deemed delivered and the project will be closed. Some To Do's may not be applicable to the Client's needs and may be waived from the project upon agreement between the Client and Implementation Specialist. Some To Do's (data importing, for example) are considered optional and may or may not be completed depending on the availability of data to be imported. Completion of optional To Do's is not required to complete delivery of Standard Implementation and close the project.

Client Assumptions

The success of this project is dependent on the attendance and full engagement of the key stakeholders.

- The client will schedule time for the appropriate resources to be available to the Implementation Specialist for all scheduled and/or required activity.
- Should the need to reschedule any engagements arise, the client will be responsible for reaching out to their implementation specialist within the 60-day project duration window and will be subject to the implementation specialist's availability.
- The client shall be primarily responsible for providing access and training on Asset Essentials to end-users.
- The client will provide data to be imported in a timely manner and in the template format provided via Basecamp so the Implementation Specialist has an opportunity to import the data during the 60-day project period.
- If there is no existing data, the Implementation Specialist will guide the client to focus first on key equipment and their associated PMs to be manually entered into Asset Essentials by the Client.
- Client will have access to GIS system. ArcGIS online Viewer licenses may be required.
- Client will have access to personnel on their side to make changes to GIS.
- GIS layers should all have unique names and Global IDs for Asset-syncing to be successful.
- Client IT department is responsible for ensuring access to mobile devices, internet connections, email access and web link access to the application(s)

Project Assumptions

DSI has made the following general assumptions in this SOW to derive the estimated cost for this project. It is the responsibility of Client to validate these assumptions and responsibilities before signing the Acceptance. Deviations from these assumptions may impact DSI's ability to successfully complete the project. DSI is not responsible for delays caused by missed scheduled engagements and low engagement preventing client from being able to successfully implement.

- Standard Implementation is designed and resourced to be completed within 60 days of the project kickoff call. In the event additional time is required, there is a mechanism to purchase a Project Extension. Implementation Specialist will need to be notified that an extension is needed at least 10 days in advance.
- Without an extension, the implementation project will be closed after 60 days and the Implementation Specialist redirected, but the client will retain full access to Asset Essentials along with DSI VCTs, LMS, online Help Documentation, and our Legendary Support Team
- DSI is not responsible for delays caused by missing data or other configuration information that is required to be available prior to the Standard Implementation service. Having the requested data and configuration information available prior to implementation may minimize delays so progress can be made quickly.
- Project extensions will be considered for extenuating circumstances and will follow the change control process, which requires management approval.

Change Controls

Parties may agree to modify the Services through a written change order specifically referencing this applicable Statement of Work. Such change order will become part of the applicable Statement of Work when executed by both Parties, and the services described therein will become part of the Services.

You may request that DSI add services not in the Specifications by submitting a written proposed change order to DSI. DSI shall negotiate in good faith regarding change order prices and shall not require rates higher than those set forth in the Investment page. Such change order will become part of the applicable Statement of Work when executed by both Parties, and the services described therein will become part of the Services.

Special Terms for Asset Essentials:

Asset Essentials pricing is based on a maximum storage limit of 200GB of data. Data storage that exceeds 200GB may subject to an additional fee of $200 per year per additional 200GB of storage.

Dude Solutions

Virtual Consulting Services - Statement of Work

Purpose

Dude Solutions' (DSI) virtual consulting service is designed to provide our clients with focused guidance by experienced consultants to ensure an effective and efficient deliverables to aid their utilization and achieve a faster ROI. This may include meeting with key stakeholders to ensure the set-up and configuration of the system will meet the client's current and future needs; workflows meet the needs of the business; available data is cleaned, aligned and imported; and end users are trained and ready for go-live.

Value

By partnering with Dude Solutions, you are provided expert guidance in the best practice configuration and usage of your Dude Solutions applications. You will experience faster time to value. Focused virtual consulting services allow a client to focus on their day to day operations and let us take on the burden of one-time tasks related to data, configuration and training. Our team will bring their thousands of hours of expertise to the table, helping ensure a smooth transition to their new Dude Solutions application or adoption of new functionality.

Deliverables

The following list is of categories of outcomes that can be achieved through. The specific deliverables included in your service will be documented and presented to you by your Project Coordinator. If additional services are requested, a new Consulting Services SOW may be required. Virtual services are delivered in a minimum of 2 hour increments, or until the desired outcome is reached.

Discovery:

- Virtual Interviews and requirements gathering of current process and desired outcomes. Virtual sessions to review desired outcomes and change management process around configured data, categorizations, end-user provided values and reporting needs.

Data Loading and Account Configuration:

- Data Loading of Pick List values or primary record data (e.g. work orders, events, PM schedules) in your applications. Reviewing, removing duplicates, making recommendations for best alignment of data categories and aligning with DSI Import templates for inclusion in your solution.

User Training:

- Administrator and/or Role based user training to include functions associated to specific role permissions. Including maintaining current data in your account, basic or advanced workflow function and non-administrators' recurring activity regarding creation and processing of records.

** Service outcomes may be dependent on the version of the solution the client owns. Verify that your desired outcomes can be achieved with your current application subscription.

Evaluation

At the conclusion of the service, the consultant will forward notes to your project coordinator capturing what was accomplished and any recommended next steps. The project coordinator will schedule a follow-up call within 2 weeks of the service. Ongoing communication until the project is complete will be through your Basecamp project if the service is incorporated into a larger implementation project, or via email.

Client Assumptions

- Data should be provided in an Excel or CSV format in one sheet or workbook with unique records in each row. Multi-tab spreadsheets or multiple rows of data per record will not import successfully and will require additional services. DSI cannot access or extract data from other systems or locations.
- Not all data from a legacy system or database will have a one for one match in your DSI solutions. We will work with the client to determine the best approach to capture and map this data.
- Client is responsible for providing login information ahead of time to users, as well as provide devices where the mobile app(if applicable) or web browser is downloaded and up to date.
- Client is responsible for troubleshooting any issues related to their IT infrastructure including network and device management.
- The client will schedule time for the appropriate resources to be available to the consultant for the duration of any confirmed virtual meeting(s). The success of this process is dependent on the attendance and responsiveness of the key stakeholders.
- Client will verify with their DSI Project Coordinator that they have the correct versions of applications to allow for requested changes to their data or account configuration.
- The client will also provide a dedicated room or area with adequate technology for successful virtual training, including but not limited to monitor/projector, computers/tablets and wireless internet access.
- Client acknowledges rescheduling or cancelling services within 2 weeks of the confirmed date will require rescheduling based on current availability which may result in delays to the larger implementation project.
- Rescheduling or cancellation of the service within 2 weeks of the scheduled delivery date will result in a $500 rescheduling fee.

Proposal terms

- Proposal has been prepared for City Of Spring Hill ("Subscriber")
- Proposal expires in sixty (60) days

Order Form terms

- This Order Form and its Services are governed by the terms of the Dude Solutions, Inc. Master Subscription Agreement found at https://www.dudesolutions.com/terms (https://www.dudesolutions.com/terms) ("Terms"), unless Subscriber has a separate written agreement executed by Dude Solutions, Inc. ("DSI") for the Services, in which case the separate written agreement will govern. Acceptance is expressly limited to these Terms. Any additional or different terms proposed by Subscriber (including, without limitation, any terms contained in any Subscriber purchase order) are objected to and rejected and will be deemed a material alteration hereof.
- The Effective Date of the Agreement between Subscriber and DSI is the date Subscriber accepts this Order Form.
- During the Term, DSI shall, as part of Subscriber's Subscription Fees, provide telephone and email support ("Support Services") during the hours of 8:00 AM and 6:00 PM EST, Monday through Friday, excluding New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, day after Thanksgiving, Christmas Eve and Christmas Day ("Business Hours"), except Community Development Services, where Business Hours means 5:00 AM – 5:00 PM PST.

- Acceptance of this Order Form on behalf of a company or legal entity represents that you have authority to bind such entity and its affiliates to the order, terms and conditions herein. If you do not have such authority, or you do not agree with the Terms set forth herein, you must not accept this Order Form and may not use the Service.

Additional information

- Prices shown above do not include any taxes that may apply. Any such taxes are the responsibility of Subscriber. This is not an invoice. For customers based in the United States, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the "Ship To" location provided by Subscriber. Tax exemption certifications can be sent to accountsreceivable@dudesolutions.com (mailto:accountsreceivable@dudesolutions.com).
- Billing frequency other than annual is subject to additional processing fees.

- Please reference Q-263242 on any applicable purchase order and email to accountsreceivable@dudesolutions.com (mailto:accountsreceivable@dudesolutions.com)

- Dude Solutions, Inc. maintains the necessary liability coverage for its products and professional services. Proof of insurance can be provided upon request.
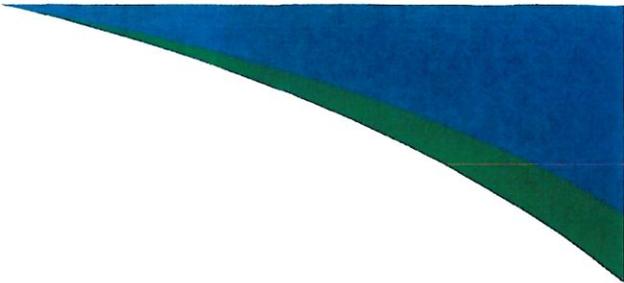
The Asset Management Essentials Agreement between the City of Spring Hill and Dude Solutions as presented was passed and adopted by the Board of Mayor and Alderman on December 20th, 2021. Resolution 21-218 authorized Mayor Jim Hagaman to execute the agreement attached hereto.

Pam S. Caskie

City Administrator

Signature

Presented to:

Q-263242
November 03, 2021, 3:38:57 PM

Accepted by:

Jim Hagaman
_____
Printed Name

_____
Signed Name

Mayor of Spring Hill, TN
_____
Title

December 20th, 2021
_____
Date