

## **ORDINANCE NUMBER 3227**

### **AN ORDINANCE AUTHORIZING THE MAYOR AND CITY MANAGER TO PURCHASE AN OPENGOV-CARTEGRAPH ASSET MANAGEMENT SYSTEM AND EXECUTE AND AN ALL DOCUMENTS TO IMPLEMENT SAID SYSTEM**

**WHEREAS**, the City of Vestavia Hills (“the City”) does not currently have an asset management system to properly manage its capital assets and to document any long-term improvements and preventive maintenance of such assets; and

**WHEREAS**, the City has implemented OpenGov software for permitting, budgeting and transparency/reporting purposes; and

**WHEREAS**, OpenGov has an asset management module that interfaces with the City’s existing suite of OpenGov software solutions as well as other existing City software such as VH Connect (GoGov); and

**WHEREAS**, the ability to manage transportation, walkability, stormwater and building facilities owned and maintained by the City will help in capital planning, budgeting and effective preventive maintenance efforts; and

**WHEREAS**, the system would replace a manual work order system with a digitized workflow that provides long-term historical information on domains including sidewalks, road surfaces, vertical structures and drainage structures, just to name a few. With a goal to implement this system early in the FY25 budget year, a start date of July 2024 could aid in the goal's execution; and

**WHEREAS**, the OpenGov implementation team has the ability to begin implementation efforts in this time frame if the City would commit to the project prior to the beginning of the next fiscal year. The FY24 cost to begin implementation is \$30,321.25 (\$16,400-software and \$13,921.25- professional services). The recurring annual cost for use of the software is \$65,600 (with a future escalation clause) and a one-time FY25 professional service implementation and integration fee of \$41,763.75. The contract period is three years and falls within the software and sole source exemption from the competitive bid law. The addition of a module to the existing system supports the sole source justification; and

**WHEREAS**, upon review, the City staff review team recommends that the City Council give approval to a supplemental appropriation to allow immediate project commencement and

authorize execution of project documents contingent on the City Attorney's approval as to the form of the documents and

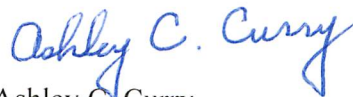
**WHEREAS**, given a projected excess of revenues over expenditures in the City General Fund, the FY24 cost of \$30,321.25 can be absorbed within the FY24 General Fund Budget; and

**WHEREAS**, the Mayor and City Council feel it is in the best public interest to begin implementation of said software in anticipation of the FY25 fiscal year as described above.

**NOW, THEREFORE, BE IT ORDAINED BY THE MAYOR AND CITY COUNCIL OF THE CITY OF VESTAVIA HILLS, ALABAMA AS FOLLOWS:**

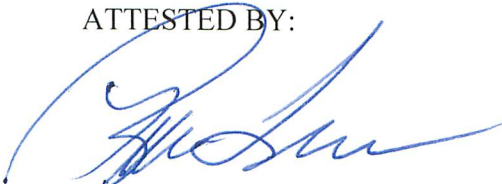
1. The Mayor and City Manager are hereby authorized to take all actions necessary in order to secure the implementation of said OpenGov Cartegraph Asset Management software at a cost not to exceed \$30,321.25; and
2. Said expense shall be absorbed by the FY24 General Fund Budget; and
3. This Ordinance Number 3227 shall become effective immediately following adoption by the City Council following publishing/posting pursuant to Alabama law.

**DONE, ORDERED, ADOPTED AND APPROVED** this the 24<sup>th</sup> day of June, 2024.



Ashley C. Curry  
Mayor

ATTESTED BY:



Rebecca Leavings  
City Clerk

**CERTIFICATION:**

I, Rebecca Leavings, as City Clerk of the City of Vestavia Hills, Alabama, hereby certify that the above and foregoing copy of 1 (one) Ordinance Number 3227 is a true and correct copy of such Ordinance that was duly adopted by the City Council of the City of Vestavia Hills on the 24th day of June, 2024, as same appears in the official records of said City.

Posted at Vestavia Hills Municipal Center, Vestavia Hills Library in the Forest, Vestavia Hills New Merkel House and Vestavia Hills Recreational Center this the \_\_\_\_\_ day of \_\_\_\_\_, 2024.

Rebecca Leavings  
City Clerk

# OpenGov Cloud



## BUDGETING & PLANNING

- Operating Budget
- Capital Planning
- Workforce Planning
- Online Budget Book
- Publications



## PROCUREMENT

- Solicitation Development
- Supplier Engagement
- Evaluations & Awards
- Contract Management



## FINANCIALS

- Core Financials
- Utility Billing



## TAX & REVENUE

- Property Tax
- Business Tax
- Operating Dashboard
- Public Portal



## ASSET MANAGEMENT

- Asset Management
- Work Management
- Resource Management
- Infrastructure Planning



## PERMITTING & LICENSING

- Forms & Workflows
- Public Portal
- Inspections
- Online Payments

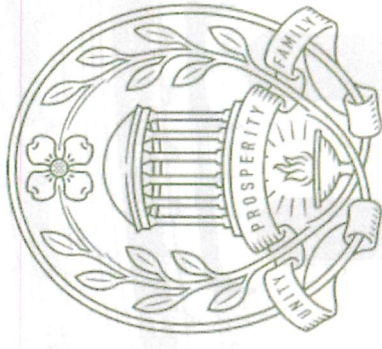


## REPORTING & TRANSPARENCY

Dashboards | Performance  
Public Engagement

# Vestavia Hills, AL | OpenGov

## Modern Cloud Tools for High Performing Government OpenGov Asset Management



VESTAVIA HILLS

# Implementation Overview at Vestavia Hills, AL

## Asset Management

**Key Deliverables:** *Please refer to SOW for complete implementation overview*

**Domains - includes:**

- Transportation
- Walkability
- Stormwater
- Facilities

**Integrations:**

- GoGov (VH Connect)
- Esri (ArcGIS)

**Conversions:**

- PCI Data Upload from First Step Pavement Management

**Training:**

- Onsite Requirements gathering
- Onsite Train the Trainer
- Remote Go-Live

**Functional Areas:**

- Request Management
- Work Management
- Asset Management
- Resource Management
- Mobile Application
- Administrator Functions
- Reporting
- Preventative Maintenance
- Asset Inspections & Conditions
- Dashboarding

# Project Timeline @ Vestavia Hills, AL

Phase 1	Deliverable	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8
Initiate	Project Preparation and Kick Off								
Validate	Requirements Gathering, Project Workbook								
Configure	Test conversion, Test integration, Start Up Data upload, GIS integrations								
Train	Train the Trainer, Advanced trainings, Weekly Q&A								
Launch	Go Live Readiness, Production Cut over, Go Live Support, Project Closure								

Customer is responsible for attending the kick off of each phase, providing any necessary data for each phase, participating in working sessions during active phases, and signing off on deliverables at the end of each phase.

# Cost Proposal at Vestavia Hills, AL

Annual Software Subscription, Professional Services Implementation, Ongoing Support & Maintenance for OpenGov Enterprise Asset Management. All Future Software Enhancements, Fixes, Updates

OpenGov Proposal - Vestavia Hills, AL   EAM				
Subscription Year	Months	Software	Professional Services	Annual Total
July 1, 2024 - September 30, 2025	3	\$16,400.00	\$13,921.25	\$30321.25
October 1, 2024 - September 30, 2025	12	\$65,600.00	\$41,763.75	\$107363.75
October 1, 2025 - September 30, 2026	12	\$68,880.00	\$0	\$68,880.00
October 1, 2026 - September 30, 2027	12	\$72,324.00	\$0	\$72,324.00

## OpenGov Pricing Includes:

- OpenGov Enterprise Asset Management Domains:
  - Transportation, Walkability, Stormwater, Facilities
- Unlimited Users, Usage, Data, Work Orders, Assets within Domains, Reports, Advanced Inspections, Request Management, Internal Requests

\*Estimated travel costs - \$4,800



# Supporting Documentation

# Vestavia Hills, AL

**Challenge/Priority:** The City of Vestavia Hills, AL is using a few system to manage their assets and work orders (Excel & VH Request), that is described as “antiquated” and “disconnected”. Issues amongst infrastructure in the Birmingham area have caused some negative impacts such as damage to residential communities due to stormwater system failure and pollution into the Cahaba River.

## Contributing Factors:

- **Excel based** asset management causing issues of finding work history has caused on average a few hours to find. (sometimes it might not even be there). Current system has **no log of maintenance on assets** creating uncertainty of what work has been done, recreating this search process.
- **Manual data entry** of assets such as the 240 miles of roads that has taken hours to put into appropriate excel spreadsheet. Any time a change is made this database becomes instantly **outdated**.
- **Disconnected** current system creates lack of transparency of departments outside of Public Services. This creates more work and time to route updates on work, projects, improvements, asset conditions, etc.

## Desired Capabilities:

- Centralize assets, inventory, & Work Order Management in a easy to use purpose built system
- Schedule transparent preventative maintenance cycles to longate asset lifespan
- Create transparency and ease of communication on assets and work orders with all of town staff
- Ability to capture and use data driven decisions regarding where maintenance dollars should be spent
- Locate, Track, & Maintain all of City’s Assets
- Automate Work Order Processes
- Build out high level reporting to report to City Manager & Council
- Track projects by seeing progress completion & tracking of labor/costs

## Key Dates:

- FY Beginning 10/1

# City of Vestavia Hills, AL | Why OpenGov

- **Mission Driven. Government Only. Cloud Only. USA Only.**
  - Powering More Effective and Accountable Government
  - How Do we Help our Partners Close the Gap Between Public Expectation and Government Delivery?
- **Change Management**
  - We Push our Partners to be as Self-Service as Possible
  - 500+ Years of Public Sector Experience
  - 90%+ Post-Deployment Customer Satisfaction Rating
- **Best-in-Breed Integrated Asset Management Suite**
  - Commitment to Sustainable Quality Products Through Significant Investment and Customer Feedback
    - >35% of Revenue reinvestment in R&D
    - Entirely customer-driven product roadmap
    - Over 340 product updates and improvement delivered in H1 of 2023 (*\*across all technology suites*)

# OpenGov Cloud



## BUDGETING & PLANNING

Operating Budget  
Capital Planning  
Workforce Planning  
Online Budget Book  
Publications



## PROCUREMENT

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Supplier Engagement  
Evaluations & Awards  
Contract Management



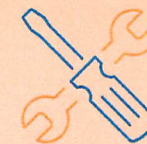
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Core Financials  
Utility Billing



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Business Tax  
Operating Dashboard  
Public Portal



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Work Management  
Resource Management  
Infrastructure Planning



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Public Portal  
Inspections  
Online Payments



## REPORTING & TRANSPARENCY

Dashboards | Performance  
Public Engagement

# Mission-Driven Public Sector Expertise

Decades of Combined Public Works/GIS Experience

Customer Success Engineer



**MATT DANIELS**

Former Asset Manager at the City and County of Denver, CO

Customer Success Engineer



**SCOTT DEGRANT**

Former Asset System Administrator at City of Arlington, TX

Senior Director of Services



**JEFF BOOTH**

Former Sr. IT Project Manager at Bexar County, TX

Director, Solutions Engineer



**QUINT PERTZSCH**

Former GIS Coordinator at the City of Golden, Colorado

Sr. Implementation Consultant



**GILBERT SANCHEZ**

Former Technical Support Manager at the County of Bexar, TX

Solutions Engineer



**JAMIE BIRKETT**

Former Administrative Services Director at City of Ashland, OR

Solutions Consultant



**KENNEDY HAYES**

Former Project Planner at the Chicago Department of Transportation

Solutions Engineer



**BRANT SCHEIDECKER**

Former IT Director/GIS Analyst at Lee County, IL

# Value of Support and Services

Investing in Services to Make you Successful is Key to Change Management

## Typical Competitor Services

- Customer sends vendor documents
- Vendor builds modules themselves in 2-3 months
- Vendor sends completed system to customer
- 1-Hour User Training
- Access to Vendor Resource Center

## OpenGov Services

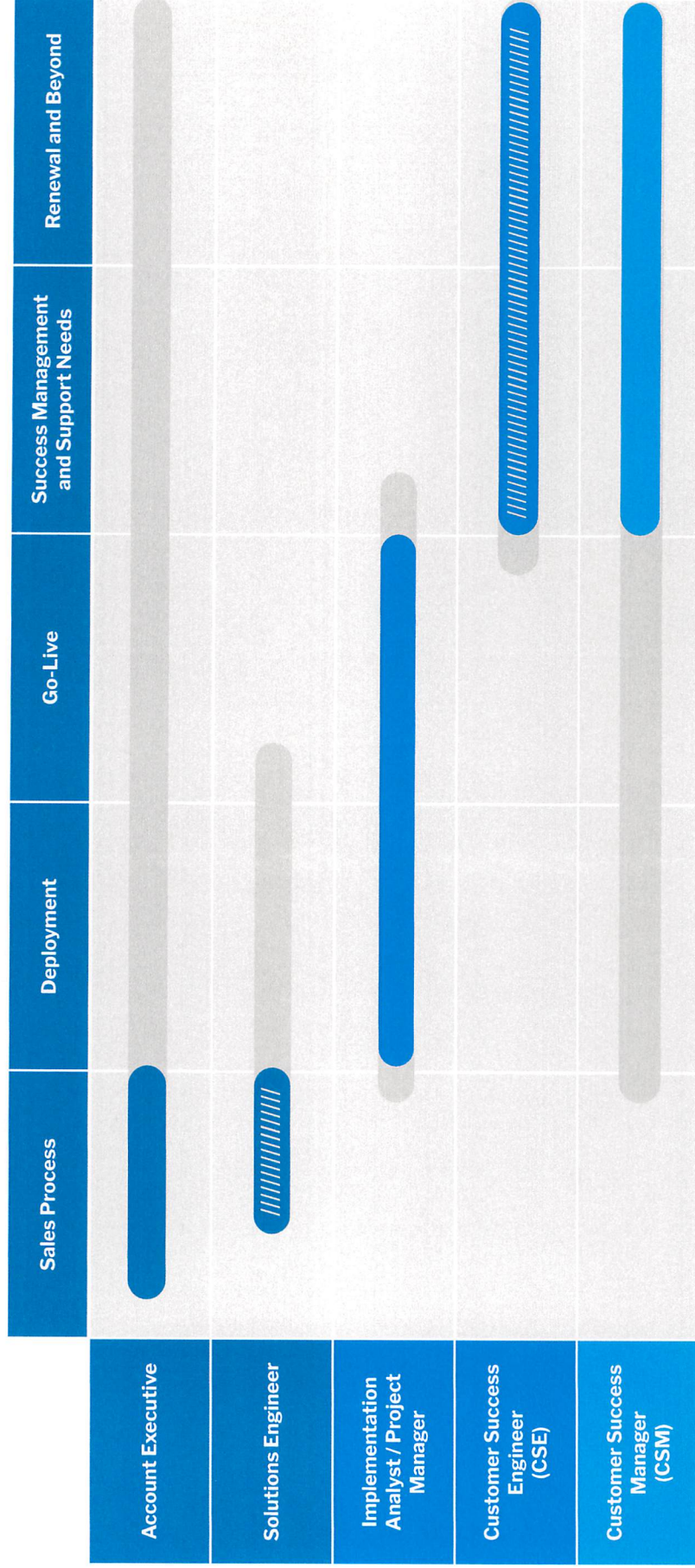
- Dedicated Project Team
- Regular Communication
  - Weekly/Bi-Weekly
- Project Tracking & Reporting
- Historical Data Uploading
- Video Training Setup
- User Creation and Setup Support
- Data Validation & Phased Signoff
- Local Government Subject Matter Expert Consultants
- Reporting Build & Design
- Dashboard Creation
- Ongoing Support through Go-Live
- Tailored Training
  - Administrative
  - End User
- Dedicated CSM

# The OpenGov Advantage

- Seamless, bi-directional integration with ESRI (Gold Partner)
- Automation manager to configure workflows tailored to your organization
- Purpose-built domains for each asset class
- Scenario builder to easily plan for future work & capital expenditures
- Native, bi-directional integration with OpenGov Permitting
- Ease of use for quick and robust adoption across staff of all levels
- Robust 311 integration
- 811 Locates integration with Positive Response
- Simple, flexible and intuitive mobile solution to empower field employees to easily manage work
- Strong, executive level reporting & Dashboarding capabilities
- Best in Class Customer Support
- Quarterly Product Enhancements, delivered seamlessly over the cloud
- Unlimited Users, Usage, Data Storage



# Customer Journey



= Primary Day-to-Day Administrator

= Secondary Day-to-Day Administrator

= Key strategic partner for primary customer administrator, if necessary

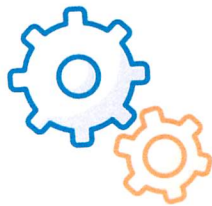


# Professional Services

Structured Approach for Success



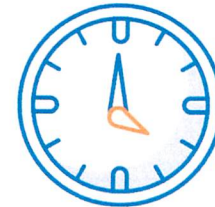
Focus on Short-term and Long-term goals, not just replicating processes



Validate understanding and process across government teams



Balance change management with culture, goals and vision



Expediting time-to-value by tailoring to your unique needs

# Key Project Delivery Roles

## Core Delivery Team

### PROJECT MANAGER

Ownership of Project End-to-End  
Creates & Manages Project Plan  
Manages OG Delivery Team

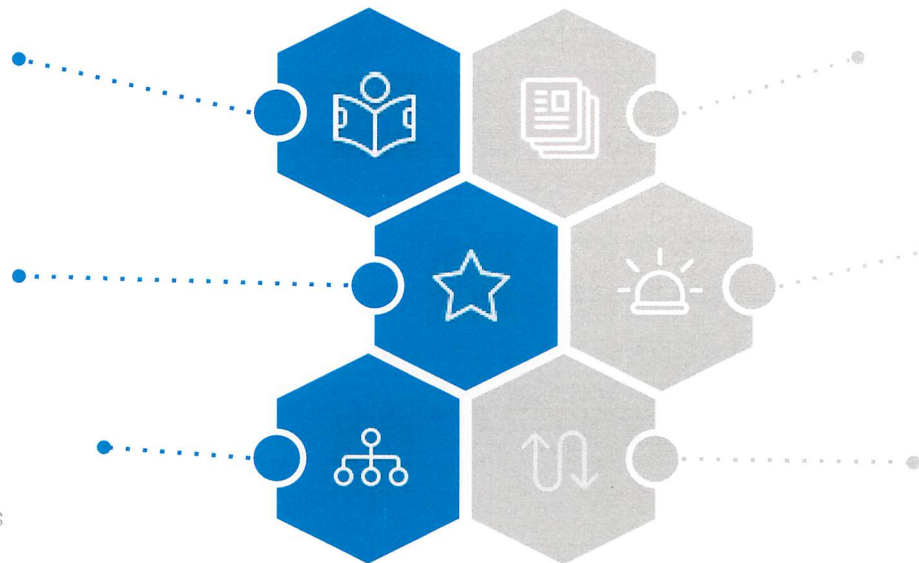
### IMPLEMENTATION ANALYST

Configures Solution for Systems  
Provides Functional Expertise

### DATA SOLUTIONS ENGINEER

Performs data integration/uploads  
Completes end-to-end data flows  
Provides technical support on mappings

## OPENGOV PROJECT ADVISOR



## Extended Delivery Team

### SOLUTION ARCHITECT

Gathers Requirements  
Provides Subject Matter Expertise  
Validates Solution Blueprint

### IMPLEMENTATION CONSULTANT

Analyzes Design complexities  
Manages & Monitors Progress with IA  
Product Suite Expert

### TECHNICAL CONSULTANT

Advises on technical complexities  
Resolves items through integration  
Product Suite Infrastructure Expert

# OpenGov University

Supporting Continuous Learning



## Self-Paced Learning

Learn OpenGov with on demand training in our specialized system



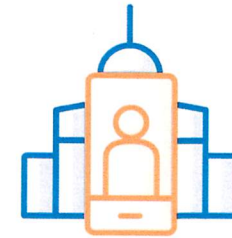
## In-App Guidance

Point of contact to learn about new solutions and roadmap developments



## Training Workshops

Access our recurring, virtual training series on product best practices



## Live Training Events

Join OpenGov's hybrid or live trainings around the country.

# Customer Success

Your Advocate within OpenGov



## Point of Contact

We schedule regular communications to build a strong partnership



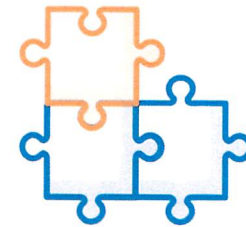
## Product Updates

Point of contact to learn about new solutions and roadmap developments



## Value Realization

Source for best practices, technical support, and training resources



## Future Services

Advise when Professional Services might help you realize additional value

# Support First Response SLAs

Premium Support Significantly Improves First Response Times

Severity Level	Standard Support	Premium Support
<b>Urgent</b>	One (1) Business Hour	One (1) Calendar Hour
<b>High</b>	One (1) Business Day	Two (2) Business Hours
<b>Normal</b>	Four (4) Business Days	Eight (8) Business Hours
<b>Low</b>	Eight (8) Business Days	Two (2) Business Days

Support Hours: Monday-Friday, 7:00 AM EST - 10:00 PM EST excluding holidays

# How to Engage OpenGov Support



## Web

[support.opengov.com](https://support.opengov.com)

Ask for support on specific problems and reference "how to" documentation 24/7



## Chat

[support.opengov.com](https://support.opengov.com)

Find answers to your questions in real time, powered by automated tools and technical support experts



## Email

[support@opengov.com](mailto:support@opengov.com)

Kickoff getting support for your questions and challenges directly from your email inbox

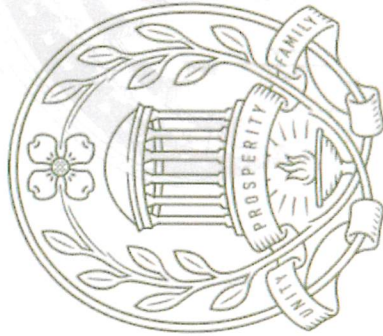


## Phone

(650) 336-7167

Talk through your questions with one of our technical support experts 4:00 AM PT to 7:00 PM PT, Mon-Fri

# THANK YOU



VESTAVIA HILLS