City of Racine, Wisconsin
Agenda BRIEFING MEMORADUM

AGENDA DATE:
April 14, 2025 – Common Council
April 28, 2025 – Finance and Personnel
May 6, 2025 – Common Council

SUBJECT:
Communication sponsored by Alder Horton, on behalf of the Chief Information Officer, requesting permission to enter into a sole source three-year contract, 2025164, with Azteca Systems, LLC to purchase Cityworks.

PREPARED BY:
Adele Edwards, Chief Information Officer

EXECUTIVE SUMMARY:
The Management Information Services (MIS) Department is requesting authorization to enter a sole source three-year contract, 2025164, with Azteca Systems, LLC to purchase Cityworks.

PROJECT BACKGROUND & ANALYSIS:
Our current three (3) year contract is up for renewal. The new three-year cost is a 14% increase from our prior contract with yearly increases of 5%. All maintenance and support is included in the contract.

This is a sole source purchase because Azteca Systems, LLC is the only company that makes Cityworks software. This software has become vital to the functions of the City of Racine as described below.

Cityworks is a permitting and asset management software built on top of our geographic information system (GIS) which keeps track of physical assets throughout the city. The City of Racine has been using Cityworks since 2008, and in 2021 won an award for excellence in online practice for our innovative uses of the software. Cityworks has three main functions:
- keep detailed work/cost history of all city-owned assets
- our primary system of record for building permits and various licensure
- our system of record for health and building code violation enforcement.

Many of the City's reporting needs are derived from Cityworks.

In conjunction with our GIS, Cityworks keeps detailed information about city-owned assets. An example of a city-owned asset is a traffic light, which can undergo routine maintenance (light bulb replacement) or repair (a car crashes into the pole and destroys it). The benefits of keeping detailed work and cost records are enormous. Analyzing the costs of maintenance, probability and cost of failure, and future project needs enables the City of Racine to make data-driven decisions on budgeting and planning.

Permitting and licensing in Cityworks is the largest portion of the software that we utilize. Nearly every department in the City is involved in the permitting process. Cityworks helps by keeping track of all the various requirements that need to be satisfied for the issuance of permits and licenses. Within the software, automations help assist city staff by keeping track of dates, times, and

types of tasks that they are responsible for reviewing or completing. In addition to tracking tasks, Cityworks keeps documents, fees, and payment information pertaining to each permit within each record. For example, a new garage permit will include the date the permit was applied for, blueprints from the applicant, and records of inspections that may have been performed by a building inspector. If ultimately approved, a permit will be printed from Cityworks and a final inspection task will be automatically generated to ensure the garage conforms to city code.

Code enforcement is another large portion of the software. In the same way permits are tracked, Cityworks tracks code enforcement violations. Property owners must be notified of the violation with a deadline to cure the violation by law. These notifications are printed from Cityworks and sent via mail. In the event of non-compliance, code enforcement inspectors record their inspection results and assess a fee to be invoiced to the property owner. In some cases, Cityworks automatically creates a work order, which is sent to a city contractor. The City of Racine has contractors for snow, tall grass, and solid waste removal. City contractors were trained by city staff to log in and access their work orders without any manual interaction from a city employee. The contractor captures before and after images of their work, adds their costs, and submits the work order back to the city for approval. Once complete, invoices are generated by the finance department and sent to responsible parties.

Aside from the three main uses above, Cityworks is used as the system of record for actionable requests from the public in tandem with the customer relations management software used by the Department of Customer Service. With this integration, service requests, which are the digital representation of a problem or issue, are generated and assigned to responsible crews for evaluation and completion. There are a variety of request types that are received and completed by staff in Cityworks. Handling requests in Cityworks enables departments to leverage key performance indicators and address any request areas in which they can improve to serve the public more rapidly and efficiently.

BUDGETARY IMPACT:
This is a three-year contract with a total cost of $365,042.41. Funds are available in account #70113-54500 for FY 2025 and costs for subsequent years will be appropriated during the annual budget process.

RECOMMENDED ACTION:
The Mayor and City Clerk be authorized to execute and sign a contract, 2025164, with Azteca Systems, LLC to purchase Cityworks.