

**Board Report**

File #: 2021-0660, **File Type:** Contract**Agenda Number:** 18.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 20, 2022****SUBJECT: ENTERPRISE ASSET MANAGEMENT SYSTEM****ACTION: AWARD CONTRACT****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a sole-source, firm fixed price Contract No. PS77453000 to Bentley Systems, Inc. for the Enterprise Asset Management System (EAMS) Bentley Implementation Services, in the amount of \$2,743,395 for the 36-month base term.

ISSUE

The Maintenance and Materials Management System (M3) is a mission critical system with over 3,200 daily users. M3 is used extensively across Metro for Work Management, Maintenance and Repair of Assets, Material Management, Incident Tracking, and Timekeeping for operational employees. The system is over 15 years old and is no longer supported by the software vendor. M3 does not provide critical functionality now required to meet the federal State of Good Repair (SGR) requirements.

Metro has purchased a replacement Enterprise Asset Management System which includes an application specializing in linear asset management, Bentley AssetWise. Bentley Systems, Inc. will provide the implementation for the Bentley AssetWise portion of the solution. Bentley Systems, Inc. is the sole software publisher and implementer of its proprietary, closed-source software products.

BACKGROUND

In July of 2019, the Metro Board of Directors authorized the CEO to award contract PS51755000 to 21Tech LLC for the EAM System Software Acquisition and Software Support Services and established a Life of Project(LOP) Budget in the amount of \$45,800,000 (Board Report Number 2019-0373) for Phase I. A hybrid solution of the Infor EAM software supplemented by the cloud-based Bentley AssetWise software was selected as the best software solution in the Enterprise Asset Management industry that would be able to meet Metro's requirements. Bentley AssetWise software is an analytical tool for the maintenance, tracking and reporting of linear assets.

In September of 2021, the Metro Board of Directors authorized the CEO to award contract

PS75040000 to KPMG LLP for the Enterprise Asset Management System (EAMS) Implementation Services and increased the Life of Project (LOP) budget by \$22,950,000 to accommodate Phase 2, for a total LOP of \$68,750,000. A separate request for services was initiated in August 2021 for the implementation of the Bentley AssetWise portion of the solution because only Bentley Systems, Inc. can configure and interface their software to the rest of the solution. The funding for this contract was included in the LOP budget increase approved by the Board in September 2021.

DISCUSSION

The Bentley AssetWise software, as part of the new EAM solution, is a tool that supports rail infrastructure assets throughout their lifecycles. AssetWise is a gold-standard railway decision support system that enables proactive management and decision support for linear railway assets. AssetWise is designed to help turn railway data into actionable information, enabling better decisions about track and other maintenance-of-way assets.

Bentley Systems, Inc. is needed to implement their software as part of EAMS to reduce maintenance and equipment costs on Metro rail infrastructure. Use of the application will also streamline capital planning and operations and improve field-reporting accuracy.

Bentley Systems, Inc. is the sole software publisher and implementer of its proprietary, closed-source software products. Their software is a cloud-based, Software as a Service (SaaS) product and provided to Metro as part of a subscription service. The configuration and set-up of Bentley AssetWise can only be performed by Bentley Systems Inc. because they are the only ones who can access the source code to be able to configure and customize it for Metro. Other vendors are unable to configure or adapt the software to meet Metro requirements as part of the EAMS implementation.

Although SBE and DVBE goals were not established for this sole source procurement due to the lack of subcontracting opportunities in the implementation of Bentley's proprietary software, this contract is one of three contracts associated with the Enterprise Asset Management project. The other two previously awarded contracts, which constitute 95% of the project funding for software and professional services, were both competitive procurements with significant SBE and DVBE commitments (24.59% SBE & 3.11% DVBE and 34.02% & 3.00% DVBE). Currently performance for contract PS51755000: Enterprise Asset Management System for Software and Services is 5.3% above goal for the SBE commitment and 1.1% above goal for the DVBE commitment.

DETERMINATION OF SAFETY IMPACT

The approval of the contract award will have a direct and positive impact to safety, service quality, system reliability, performance, and overall customer satisfaction.

FINANCIAL IMPACT

The funding of \$420,000 for the Bentley EAM System Implementation Services is included in the FY22 budget under account 50316, in Cost Center 9210 in Project 207155 - Enterprise Asset Management System Replacement (EAMS Project).

Since this is a multi-year contract, the project manager and cost center manager will be accountable for budgeting the cost in future fiscal years. Additionally, an annual review of availability of funds, project progress and potential areas for project scope reduction will be performed within the EAMS governance structure prior to proceeding each fiscal year.

Impact to Budget

The initial source of funds for Capital Project 207155 Enterprise Asset Management System is TDA-4 which is a State Funding Source and is bus and rail eligible.

Equity Platform Section

The EAM system including Bentley AssetWise will enable Metro to improve asset management and planning throughout the agency, improve FTA/NTD reporting as well as enhance predictive and preventative maintenance and inspections required for regulatory compliance. As a result of better capital planning and improved maintenance of our linear assets, Metro will provide a safer and more reliable transit system for all. Improved analytics, tracking and reporting provided by the new EAM system will also help ensure that Metro's assets are equally maintained regardless of service area or community. In addition, Metro will have better insights into any disparities across communities or service areas. This will assist in responding appropriately and ensure Metro's assets are equitability maintained.

A roll-out schedule has not been finalized however a priority will be given to business units with assets utilized and relied on by Equity Focused Communities to ensure there are no negative impacts to marginalized groups that will ultimately receive the output of this system.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports strategic plan goal #1) to provide high-quality mobility options that enable people to spend less time traveling and #5) to provide responsive, accountable and trustworthy governance within the Metro organization.

ALTERNATIVES CONSIDERED

The alternative is not to award the Contract for the Bentley portion of the EAMS System which will risk our ability to implement the system needed to meet federal State of Good Repair requirements for Metro's rail infrastructure and linear assets. Without the implementation services, Metro cannot utilize the software purchased to meet our linear asset management needs.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. PS77453000 with Bentley Systems to implement Bentley AssetWise portion of the new EAMS.

ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

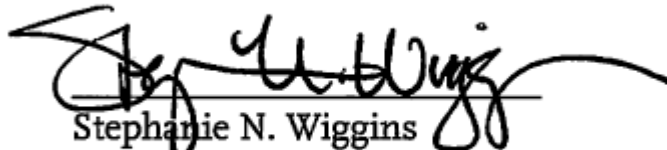
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