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Asset Mgmt agenda topic

Theresa Mungioli <mungiolit@rochesterhills.org> Sun, Nov 30, 2025 at 10:26 PM
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This is quite a group of Directors involved in this agenda topic. I have a few questions.

1. Will this project be in the cloud or On Prem?
2. Will this move RH toward AI? What benefit do we expect as a result?
3. This looks like just the consultant contract. What is the budget for the software they will recommend?
4. Will we only consider COTS software? Or will the city need to customize it for our requirements?
5. Their website has a primary focus on GIS and Asset Management. How will all the departments utilize this software?
6. What is the timeline for Phase 1? And for Phase 2?
7. Will this firm do the installation of the new software? Or is another firm needed to do that work? How will they manage the migration from existing software to the new system?
8. How will you ensure this project fully integrates with existing software not being replaced? No unintended consequences.

I may have other questions based on responses. I realize this is coming to you on Monday morning. We can spend time at the meeting to discuss. Thanks!

Theresa Mungioli

1. Will this project be in the cloud or On Prem?.
   Lyon: As all City projects that involve software, our team will evaluate solutions that fit the best needs of the City. We only consider a cloud-hosted solution if it is a secure solution and a good business decision to do so. This would not be decided until Phase 2 of the project.

2. Will this move RH toward AI? What benefit do we expect as a result?
   Lyon: Any solution may have Artificial Intelligence (AI) components to them. Our team will carefully evaluate the potential benefits and/or risks associated with any AI features. It will be dependent on the solution that comes from the next phase of the project.

3. This looks like just the consultant contract. What is the budget for the software they will recommend?
   Snyder: Correct, this is just the consultant contract. One of the first tasks of Phase 1 (Assessment, Planning, and Procurement), once we meet with the consultant and have initial assessment performed, will be to have the consultant provide the City with a potential and realistically conservative budget for Phase 2 (Software Implementation, Configuration, and Training) targeted to begin in Summer 2027.

   We hope to have an estimated project budget established in the 1st Quarter of 2026 so that figure can be incorporated into the FY 2027-2033 CIP, which is approved by the Planning Commission in April of 2026, and will be included as part of the FY 2027 Proposed Budget. The Phase 2 Budget figure will include both (a) an Enterprise Asset Management Software [EAMS] developer budget as well as (b) a consultant services budget.

4. Will we only consider COTS software? Or will the city need to customize it for our requirements?
   Lyon: This will come with the next phase of the project, however the City is looking at solutions that are focused more on Configuration vs. Customization. By configuring the software solution properly, we should not need to worry so much about customizations breaking when updates or other customizations are introduced to the solution. This is the current situation we are in with Lucity.

5. Their website has a primary focus on GIS and Asset Management. How will all the departments utilize this software?
   Balint: GIS and Asset Management are used by the Department of Public Services (DPS) on a daily basis to strategically manage the City's infrastructure and maximize the public's investment.

   GIS is the foundation of Asset Management and allows the DPS to:
   - Store precise asset location (e.g. hydrants, valves, service lines) and their associated attributes (e.g. pipe material, pipe diameter, date installed)

- Determine critical assets; to visualize asset connectivity and dependencies (e.g. quickly determining which valve(s) to turn off during a water main break to affect the least number of residents)
- Optimize field work by grouping maintenance and investment efforts strategically
- Leverage historical asset data to identify system-wide patterns and deterioration trends for predictive planning
- Quantify maintenance activities and prioritize capital projects efficiently.

Asset Management provides a strategic framework that allows DPS to:

- Plan, create, acquire and dispose of assets in the most cost-effective manner and support prioritization of capital improvement projects
- Prolong asset life and aid in rehabilitation, repair and replacement decisions
- Examine the level of service required to meet the needs the community
- Understand asset conditions, the likelihood of failure and the resulting consequences of failure for the community
- Identify, analyze, and mitigate risk; and to focus on system resilience and sustainability of the city's infrastructure.

Viazanko: The Facilities Division utilizes the system to track the condition and lifecycle of building assets, including mechanical systems including HVAC, roofing, and structural components. In an effort to continue to move away from manual tracking, this software will allow the team to implement a proactive maintenance schedule that extends asset life and reduces emergency repairs. The data gathered will assist in prioritizing capital projects by providing clear documentation of asset performance and replacement needs to support future budget requests.

Elwert: Our Forestry Division uses asset management software daily, however the current iteration is broken and doesn't talk well to GIS, causing a level of double entry on tasks from out in the field. Forestry will use the new system on a daily basis in a more efficient manner. It is anticipated that our other divisions: Parks, Museum, and Grounds would also use this new system daily in a proactive way to determine maintenance needs (in conjunction with Facilities team) and replacement needs of our assets (pathways, playgrounds, courts, parking lots, benches, shelters, etc). These divisions do not currently use the current broken system and as a result do not often utilize proactive maintenance techniques. This long-term software implementation will support a major cultural and operational shift where asset management becomes part of PNR regular operations discussion.

6. What is the timeline for Phase 1? And for Phase 2?

Snyder: Phase 1 is the Assessment, Planning, and Procurement phase of this project and if approved will begin in full starting in January of 2026. This timeline is anticipated to last approximately 9-12 months and culminate with an RFP being issued to solicit proposals from various EAMS firms.

Phase 2 is the Software Implementation, Configuration, and Training phase. This phase will commence once the RFP and demo phase is completed. It is estimated that the RFP

and demo phase will begin in January of 2027 and may take 3-6 months to review the RFPs, demo the shortlisted vendors, finalize the proposed contracts and present the proposed awards to City Council for approval. Once presented and if approved by City Council, Phase 2 is anticipated to begin in approximately July of 2027 and is anticipated to last 18-24 months before full implementation, configuration, and training is deemed completed. Targeted project completion is scheduled for Summer of 2029.

7. Will this firm do the installation of the new software? Or is another firm needed to do that work? How will they manage the migration from existing software to the new system?
   Lyon / Snyder: This consulting firm will most likely not install the new software in Phase 2. In Phase 1 the consulting firm's role is to manage the replacement process, gather requirements, design the new system needs, and develop the specifications for the RFP for the new EAMS purchase and implementation. In Phase 2 the chosen EAMS system will most likely be installed by the EAMS developer selected through the RFP process. In Phase 2 it is intended for the same consultant to work as a liaison between the City and EAMS developer to ensure that the new EAMS system is implemented and configured correctly and that City staff is trained appropriately to utilize the system to its fullest extent.

   Lyon: The consultant will manage the migration by:
   - Performing an assessment of our current system and data needs.
   - Preparing a comprehensive system design.
   - Developing the RFP for the new EAMS system purchase.
   - Providing implementation oversight to ensure the implementation vendor executes the approved plan, including data migration, to meet the City's requirements.

8. How will you ensure this project fully integrates with existing software not being replaced? No unintended consequences.
   Lyon: The consultant's approach is entirely centered on ensuring full and seamless integration while minimizing risks to our existing environment. They will ensure integration by:
   - Assessing all existing interfaces, including their functional and technical requirements, to gather requirements for the new system.
   - Performing a gap analysis and design between our current and future state to identify any potential risks.
   - Using this output to create a comprehensive system design that explicitly addresses all necessary applications and interfaces to meet the requirements.