

**Board Report**

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**File #:** 2021-0660, **File Type:** Contract

**Agenda Number:** 18.

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**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

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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).

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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

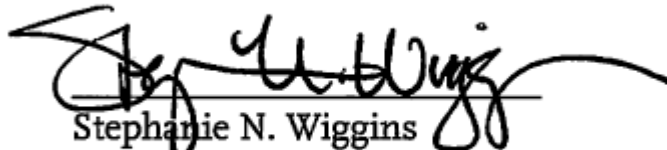
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Stephanie N. Wiggins  
Chief Executive Officer

## PROCUREMENT SUMMARY

ENTERPRISE ASSET MANAGEMENT SYSTEM BENTLEY IMPLEMENTATION  
SERVICES/PS77453000

1.	<b>Contract Number: PS77453000</b>	
2.	<b>Recommended Vendor:</b> Bentley Systems, Inc.	
3.	<b>Type of Procurement (check one):</b> <input type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input checked="" type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates:</b>	
	<b>A. Issued:</b> August 3, 2021	
	<b>B. Advertised/Publicized:</b> N/A	
	<b>C. Pre-Proposal Conference:</b> N/A	
	<b>D. Proposals Due:</b> August 27, 2021	
	<b>E. Pre-Qualification Completed:</b> September 13, 2021	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> August 27, 2021	
	<b>G. Protest Period End Date:</b> N/A	
5.	<b>Solicitations Picked up/Downloaded:</b> 1	<b>Bids/Proposals Received:</b> 1
6.	<b>Contract Administrator:</b> Ana Rodriguez	<b>Telephone Number:</b> (213) 922-1076
7.	<b>Project Manager:</b> Amy Romero	<b>Telephone Number:</b> (213) 922-5709

**A. Procurement Background**

This Board Action is to approve a sole source Contract No. PS77453000 to Bentley Systems, Inc. (Bentley) for the system implementation services of the Bentley AssetWise software, which will be part of the new Enterprise Asset Management System (EAMS).

A Request for Proposal (RFP) was issued in accordance with Metro's Acquisition Policy for sole source procurements and the contract type is a firm fixed price. SBE and DVBE goals were not recommended due to the lack of subcontracting opportunities.

Two (2) amendments were issued during the solicitation phase of the RFP:

- Amendment No. 1 was issued on August 9, 2021 to extend the proposal due date to August 27, 2021
- Amendment No. 2 was issued on August 13, 2021 to amend Section IV., Contract Documents

The proposal was received from Bentley on August 27, 2021.

**B. Evaluation of Proposals**

The proposal submitted was reviewed by staff from the Metro Operations Department and the Information and Technology Services Department. Bentley's

proposal was reviewed for technical approach, experience of proposed team members, and understanding of the work.

Beginning in August, Metro staff engaged in discussions with Bentley to address questions and get clarification on the work plan and scope of work to ensure that it aligned with the system integrator's overall implementation plan for the rest of the EAMS solution. Discussions with Bentley continued until both parties reached an agreement on the scope of the services and the terms and conditions of the Contract.

**C. Cost Analysis**

The recommended price has been determined to be fair and reasonable based upon an independent cost estimate (ICE), cost analysis, technical evaluation, and negotiations.

The originally proposed amount was for the implementation services of the Bentley AssetWise software and included two years of license subscriptions under a new service and support program, EPS 365, that would have given Metro access to more of Bentley's products and a customer success manager. Upon further review, Metro elected not to proceed with EPS 365 because Metro would not be able to fully benefit from the services provided by this program while the EAMS is being implemented. Metro does not expect any negative impact on the implementation due to not proceeding with EPS 365 at this time and will revisit this decision once the implementation of the EAMS is complete.

	<b>Proposer Name</b>	<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>Negotiated amount</b>
1.	Bentley Systems, Inc.	\$3,831,040.44	\$3,347,400.00	<b>\$2,743,395.00</b>

**D. Background on Recommended Contractor**

The recommended firm, Bentley Systems, Inc., located in Exton, Pennsylvania has been in business for 36 years. Bentley is a leader in the creation and delivery of interoperable, engineering-focused tools that support rail assets throughout their lifecycles. Metro has purchased software subscriptions from Bentley previously and services have been provided satisfactorily.

DEOD SUMMARY

ENTERPRISE ASSET MANAGEMENT SYSTEM / PS77453000

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) did not establish a goal for this sole source non-competitive procurement for proprietary software due to the lack of subcontracting opportunities. Bentley Systems, Inc. is the sole software publisher and implementer of Bentley AssetWise. All Bentley implementations are done by Bentley personnel only. DEOD explored and determined that opportunities for subcontracting were not apparent. It is expected that Bentley Systems will perform the work with their own workforces.

**B. Living Wage and Service Contract Worker Retention Policy Applicability**

The Living Wage and Service Contract Worker Retention Policy is not applicable to this contract.

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

**D. Project Labor Agreement/Construction Careers Policy**

Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. Project Labor Agreement/Construction Careers Policy is applicable only to construction contracts that have a construction contract value in excess of \$2.5 million.