

City Council – Action Request Form

Date: October 11, 2021

To: Mayor, Mayor Pro Tempore, and Members of the City Council

From: Johnnie Taylor, Assistant City Manager
Thomas Kureczka, Chief Information Officer
Amanda Massey, Administrative Services Manager

Council Action Requested:

Resolution Approving a Contract with MASS Group for a New Warehouse Management System

Strategic Focus Area: Service Excellence

Strategic Objective: Ensure Service Delivery Efficiency

Strategic Plan Action Item: No

Key Work Item: Yes



Summary of Information:

Implementing a new Central Warehouse Inventory Management System is a Key Work Item for the Central Warehouse and Information Systems departments. The City's current paper inventory tracking method is no longer capable of meeting the demands of the City's Departments. The paper inventory system has served the City well; however, as the City continues to grow this system has proven to have critical limitations. The current inventory management method employs an outdated, time-consuming, inefficient manual process. The tracking method cannot provide real-time reporting or facilitate automation of manual tasks and is labor-intensive.

Staff recommends MASS Group as the preferred vendor for the City's needs. MASS Group's solution will provide the Central Warehouse with a cloud-hosted inventory management system capable of interfacing with the City's Financial Management System (FMS). The solution's use of barcode technology will enhance the Central Warehouse's ability to quickly process supply requests and provide real-time reporting capabilities. The online ordering system will allow approved City employees to order items from the Central Warehouse online, streamlining the ordering process. The needs assessment, RFP document, response evaluation and vendor selection were a collaborative effort between Information Systems and the Central Warehouse.

Committee Action:

Committee Finance 10/11/21 **Action** Approval

For Unanimous **Against** _____

Remarks:

Scope of Work

The Central Warehouse Inventory Management System project scope includes:

- Installation and configuration of the new cloud hosted Warehouse Inventory Management System.
- Integrating the Inventory Management System with the Mitchell Humphrey Financial Management System (FMS), the City’s CivicPlus Website, MS Active Directory, MS Outlook, and potentially the CityWorks Asset Management System (AMS).
- Data Conversion/Migration as needed from the Mitchell Humphrey Financial Management System (FMS).
- Configuration and deployment of the online ordering system.
- Configuration, preparation and deployment of a barcode scanning technology.
- Business Process Analysis and process re-engineering.
- Training and project management.

Selection

Staff wrote a Request for Proposal (RFP) for a new solution based on the needs of the Central Warehouse staff, City Departmental staff, and citizens. The RFP was released to the public, and responses were accepted through June 15, 2021. The evaluation team received three valid responses from the following vendors:

1. Atlantis Consulting Group
2. MASS Group
3. Vista IT Systems, Inc.

None of the vendors have offices in North Carolina or are certified as an M/WBE.

Using the review and selection criteria defined in the RFP, the evaluation team invited these three vendors for virtual product demonstrations. The table below represents the combined scores from the evaluation panel for each of the three vendors.

Evaluation Criteria	Weight (%)	Atlantis	MASS Group	Vista
Cost Effectiveness / Price Value	10	40.00	50.00	30.00
Experience / Methodology	20	63.33	93.33	56.67
Functionality / Architecture	30	95.00	145.00	80.00
M/WBE	20	0	0	0
Local Vendor	20	0	0	0
Final Score		198.33	288.33	166.67

MASS Group’s proposal and virtual demonstration of their solution substantiated their high scores within the experience/methodology, functional/architecture and cost effectiveness/price value scoring categories. MASS Group has a 23-year history of providing an asset management and inventory control solution. The company’s flagship software product called TME (Traceability Made Easy) has been used by tens of thousands of end users across a host of very complex and demanding segments including government and public sector. MASS Group demonstrated that their TME solution satisfies 96.8% (179 out of 185) of the total requirements listed in the City’s RFP.

Exhibit B includes the Final Score Sheet for all valid vendor responses.

Financing

The proposed contract with MASS Group totals \$39,551 for the project implementation (\$9,800) and the first-year hosted subscription fees (\$29,751). MASS Group's commitment is that increases in annual subscription fees will not exceed 5%. The one-time implementation costs and annual subscription fees for years one through five are below, with a five-year total of \$174,191.

One-Time Implementation Cost	1 st Year Cost	2 nd Year Cost	3 rd Year Cost	4 th Year Cost	5 th Year Cost	Total
\$9,800	\$29,751	\$31,238	\$32,800	\$34,440	\$36,162	\$174,191

Approval is requested to enter into a contract with MASS Group. Funding for the one-time implementation and first-year subscription costs is available in the approved FY 21-22 Information Systems budget. It is further requested that authorization be provided to renew the contract for four consecutive one-year terms.

Exhibit A includes workforce demographics for MASS Group.