



CITY OF SAN MATEO

City Hall
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Agenda Report

Agenda Number: 5

Section Name: {{section.name}}

Account Number: 72-4675

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TO: City Council
FROM: Alex Khojikian, City Manager
PREPARED BY: Information Technology Department
MEETING DATE: May 05, 2025
SUBJECT:
Citywide Operations Management System – Master Services Agreement

RECOMMENDATION:

Adopt a Resolution to approve an alternative purchasing procedure and approve a Master Services Agreement (MSA) with OpenGov for a three-year renewal of software subscription, cloud hosting, and technical support in the amount of \$403,057.37; and authorize the City Manager to execute the agreement in substantially the form presented.

BACKGROUND:

In May 2016, the City purchased the Cartegraph Operations Management System (Cartegraph OMS) and contracted with Cartegraph Systems, LLC (Cartegraph) to implement and host the system. Cartegraph has since been acquired by OpenGov, Inc. (OpenGov). The selection was made by a multi-departmental committee that included staff from Public Works, IT, Parks and Recreation, Police, City Clerk's Office, and the City Manager's Office. This committee unanimously agreed that Cartegraph OMS would best serve the City's operational field work needs. Staff have since moved all work order management for streets and traffic, the sewer collection system, parks and recreation, and facilities to Cartegraph OMS, and continue to use the system for these operational needs.

On May 6, 2019, Council approved a renewal agreement to extend use of Cartegraph OMS for three years. The council again approved a three-year renewal of Cartegraph OMS on April 4, 2022, which is now expiring. Based on the continued success of Cartegraph OMS and the continued need to serve City operations management functions, staff recommends another three-year renewal of Cartegraph OMS. The three-year renewal includes \$127,853.25 for year one, \$134,245.91 for year two, and \$140,958.21 for year three, for a contract total of \$403,057.37.

San Mateo Municipal Code section 3.60.070(h)(3) authorizes the use of an alternative purchasing procedure without competitive bidding when the City Council makes a finding concurrent with the award that the alternative procedure is in the best interest of the City. Here, the award of an agreement with OpenGov for the continued use of Cartegraph OMS is in the City's best interest because Cartegraph OMS has been fully integrated into various City operations, continues to function successfully, and implementing another OMS would result in disruptions to the City's current work order management needs.

BUDGET IMPACT:

The costs for this agreement will be shared between the Information Technology and Public Works departments with 25 percent of the total cost funded through Information Technology's annual operating budget in the General Fund. The remaining 75 percent will be funded by Public Works's operating budgets of the Sewer (50 percent), Solid Waste (25 percent), and Stormwater (25 percent) funds. Public Works's share of the costs for the first year of the agreement, estimated to be \$95,890.00, will be absorbed within the department's operating budget. Funding for subsequent years of the agreement will be included in each department's operating budget. For the three-year agreement term, IT's share

funded by the General Fund totals \$100,764.34 and Public Works's share funded by the Sewer, Solid Waste, and Stormwater funds totals \$302,293.03.

ENVIRONMENTAL DETERMINATION:

Approval of a Master Services Agreement for the continued use of Cartegraph OMS is exempt from CEQA, because it can be seen with certainty that there is no possibility that operations management systems software may have a significant effect on the environment. (CEQA Guidelines Section 15061(b)(3).)

NOTICE PROVIDED

All meeting noticing requirements were met.

ATTACHMENTS

Att 1 – Proposed Resolution

Att 2 – Master Services Agreement

Att 3 – Order Form

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