



Agenda Report

Fullerton City Council

MEETING DATE: MARCH 17, 2026

TO: CITY COUNCIL / SUCCESSOR AGENCY

SUBMITTED BY: STEPHEN BISE, P.E., PUBLIC WORKS DIRECTOR

PREPARED BY: JEROME JOAQUIN, PUBLIC WORKS ADMINISTRATIVE MANAGER
MARCELO RIVAS, ASSET MANAGEMENT COORDINATOR

SUBJECT: \$364,129.70 AGREEMENT WITH VERTOSOFT FOR ASSET MANAGEMENT SOFTWARE AND PUBLIC FACING APP

SUMMARY

Staff requests City Council approve an End User License Agreement with Vertosoft for the OpenGov Enterprise Asset Management system (EAM) and public facing service request app. The new platform would replace CentralSquare Enterprise Asset Management (CSEAM) and the myFullerton app.

PROPOSED MOTION

1. Approve \$364,129.70 End User License Agreement with Vertosoft for the OpenGov Enterprise Asset Management software and Public Facing Service Application through a Sourcewell cooperative purchasing contract.
2. Authorize City Manager, or designee, to execute the Agreement and necessary documents to administer new software, in a form approved by the City Attorney.

ALTERNATIVE OPTIONS

- Approve the proposed motion
- Reject and direct staff to evaluate other asset management systems
- Maintain the current CSEAM platform and myFullerton app.

STAFF RECOMMENDATION

Staff recommends the Proposed Motion.

CITY MANAGER REMARKS

None.

PRIORITY POLICY STATEMENT

This item matches the following Priority Policy Statement:

- Infrastructure and City Assets.

FISCAL IMPACT

The first-year cost for OpenGov EAM totals \$364,129.70, including software subscription, implementation services, training and the public facing app (OpenGov 311). Annual subscription costs following implementation total \$163,677. Staff would allocate funding from the following Public Works funds: Water, Sewer, Sanitation, Gas Tax, Refuse Collection and Building Maintenance Fund. The General Fund provides minimal support for the existing EAM system. The new EAM system would require no additional General Fund allocation.

Public Works provides annual allocation to the IT Internal Services Funds (Fund 68) to support the current EAM system. Existing Public Works funding could absorb cost increases associated with the new contract.

Staff negotiated with OpenGov to secure an approximately 25% reduction from the initial cost proposal. This reflects both diligent fiscal stewardship and a collaborative effort to ensure the City receives enhanced value while minimizing financial impact.

Software Name	One-time Deployment	Annual Software Subscription	Total
OpenGov EAM	\$125,589.20	\$138,677	\$264,266.20
OpenGov 311	\$58,063.50	\$25,000	\$83,063.50
Reimbursable Travel (Not to Exceed)	\$16,800.00	-	\$16,800.00
Total Year 1 Cost	\$183,652.70	\$163,677	\$364,129.70

BACKGROUND AND DISCUSSION

The Public Works Department relies on an asset management system to track infrastructure assets, schedule maintenance activities, manage work orders and respond to resident service requests. This system serves as the central operational tool to document field work and support daily maintenance operations. The city purchased the Lucity asset management system in 2017 at an initial \$299,850 implementation cost and \$344,850 total project cost including contingency.

CentralSquare Technologies acquired Lucity in 2019 and rebranded as CentralSquare Enterprise Asset Management (CSEAM). CSEAM continues to serve as the City asset management system but it has not kept pace with modern platforms. Field staff report the mobile application has slow response, is difficult to navigate and does not provide efficient or intuitive workflows. CSEAM also lacks standard advanced analytics,

forecasting and planning tools found in modern asset management platforms. The City Graffiti Abatement contract provides the public facing myFullerton application. The myFullerton contract expires October 2026 and the City would need to transition to a new public facing application at that time. The myFullerton app does not integrate with CSEAM, requiring staff to manually transfer resident service requests into the system, creating workflow inefficiencies and delays in response times. Switching to OpenGov would resolve these matters.

Staff evaluated three replacement asset management systems and conducted vendor demonstrations. OpenGov stood out for its intuitive design modern mobile app, flexible configuration options, strong system integration capabilities and because it was the only vendor offering a fully integrated public-facing service request app. Staff received the following cost proposals:

Vendor	Implementation Services	Annual Support and Maintenance	Total
OpenGov	\$125,589.20	\$138,677	\$264,266.20
PSD Citywide	\$242,820	\$104,800	\$347,620
Brightly	\$184,095.13	\$38,540.06 ¹	\$222,635.19

¹Brightly offers a first-year discount by billing only three months of software support and maintenance, with the remaining nine months deferred at no cost, before increasing to the full Year Two \$154,160.16 annual cost.

Staff estimates OpenGov implementation would take approximately 12 months, depending on project scheduling, data readiness and staff availability. This implementation would include system configuration, GIS integration, asset and work history data migration, staff training and phased rollout to operational divisions.

Staff recommends purchasing the asset management system and public facing app through Vertosoft using the Sourcewell Cooperative Purchasing Contract No. 060624-VTO. Fullerton Municipal Code Section 2.64 and the City Procurement Policy 4.1.2 permit cooperative purchasing agreements in lieu of formal bidding when another public agency competitively solicited the contract. Cooperative purchasing streamlines purchases and used widely by public agencies as best practice.

Sourcewell bidding procedures meet purchasing requirements. Vertosoft received Contract No. 060624-VTO for Enterprise Asset Management software and public facing app solutions. This purchase complies with City procurement rules and supports the Public Works Department in delivering reliable, timely and effective service to the community.

Attachments:

- Attachment 1 – Vertosoft Quote No. Q-19265
- Attachment 2 – Feature Comparison Table
- Attachment 3 – Draft Master Services Agreement

cc: City Manager Eddie Manfro