



May 17, 2022

Phyllis A. Head, NIGP- CPP, CPPB, GCPA
DeKalb County Government | Purchasing & Contracting Department
1300 Commerce Drive, 2nd Floor
Decatur, GA 30030

RE: Cityworks AMS Support Services Support

DeKalb County selected, and contracted, Woolpert to provide custom Cityworks Asset Management System (AMS) implementation services for the following departments/divisions: Facilities, Roads and Drainage, Traffic Engineering, and Watershed (Pump Stations and Lift Stations). In addition to the custom implementations, Woolpert was also contracted to complete system integrations between Cityworks AMS and Oracle 311, and Oracle EBS.

The custom implementation of Cityworks AMS for the above groups will streamline their business process and provide a unified platform to share data and generate important business reports. It will give them the ability to share data, track work and costs associated with County-owned assets, and can integrate with other third-party software to streamline workflows to increase efficiencies.

To properly leverage the capabilities of the Cityworks AMS maintenance management system, and to maximize the County's return on investment, it is imperative that the Cityworks AMS enterprise software be supported with the appropriate level of technical expertise. Until the County's staff gains the necessary experience with the enterprise software, Woolpert is willing and able to provide the technical support required.

Additionally, Woolpert is the sole source provider able to provide such support to the County since it was Woolpert who developed and implemented the custom Cityworks AMS solution including the integrations with Oracle. Support services will be clearly outlined within the agreement's scope of services and will include:

- Cityworks AMS custom support
- Problem troubleshooting
- Configuration revisions and modifications
- Integration support and enhancements
- Extension of data migration support

Please let me know if you have any questions or concerns regarding this notice.

Sincerely,
Woolpert, Inc.

John Cestnick, IAM, PSM
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