



CITY OF MOUNT VERNON, N.Y.
DEPARTMENT of PUBLIC WORKS

SHAWYN PATTERSON-HOWARD
Mayor

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DAMANI L. BUSH
Commissioner
JOHN NUCULOVIC
Deputy Commissioner

06 February 2025

Honorable City Council Members
The City of Mount Vernon
Mount Vernon, New York
(Through the Office of the Mayor)

Re: **Proposal -- [iWorQ Workflow Upgrade for Software-as-a-Service]**

Dear Honorable City Council Members,

1. PURPOSE. This communique has been penned to propose the adoption of a comprehensive technological and inspection solution iWorQ, which can significantly enhance the efficiency and effectiveness of our municipality's Public Works Operations. iWorQ is a robust workflow management system designed to streamline processes across multiple division in the departments, increase accountability and productivity, provide nonrepudiation, and we very strongly believe its implementation will bring tremendous value to our municipality.

2. BACKGROUND. The Public Works Commissioner's thorough analysis after extensive examination, which has been ongoing since last summer, has yielded a single-source and sole source (please see Enclosure 2) rectification of some issues regarding D.P.W. This solution would be to purchase more modules in the current Software-as-a-Service that we employ, but currently under-utilize: iWorQ, which came in as the lowest quote in 2023 (please see Enclosure 3).

iWorQ is a powerful, cross-platform software that can be accessed from any device, whether desktop, tablet, or smartphone. This flexibility will enable our staff to manage critical municipal tasks efficiently, irrespective their physical location, as well as being able to easily provide real-time data while in the field. In addition, the customizable workflows and the fact that the information would rest with us, the client, ensures a Mount Vernon based methodology, in which we are not permanently confined by some external entity or lose information to some proprietary information language or location of information. All pertinent information appears to be exportable to ways that we can manipulate and used, if necessary, outside of the program.

By implementing iWorQ, we can enhance our ability to manage infrastructure, drastically positively impact our asset management posture, improve efficiency, and ultimately provide better service to our residents. This software would significantly reduce manual tasks, possibly increase but definitely ease transparency, and provide better insight into the overall health of our municipality's operations.

3. APPLICATION. This solution requires no upgrade to our physical I.T. infrastructure, and in addition to the system's powerful features, this iWorQ three-year contract offers a full range of support services, including technical assistance, user training, and implementation services. These resources would ensure a smooth transition and full adoption of the system across our teams.

In addition to the iWorQ application, this contract contributes something that we cannot do due to time and personnel constraints – a city-wide proper pavement analysis of our roads, by the iWorQ specialists at their practiced and professional Pavement Maintenance team.

"The Jewel of Westchester"

The system itself provides comprehensive solutions for several key areas, as delineated in the following subparagraphs:

3.A. Stormwater Management. Track and manage stormwater systems and related workorders, improving our ability to address drainage issues and ensure compliance with environmental standards, and possess the capability to make real-time decisions from information received from boots on the ground.

3.B. Workflow Management. Streamline task management, ensuring that work orders, tasks, and responsibilities are efficiently assigned and tracked, improving overall productivity.

3.C. Pavement Management and Pavement Inspection. Maintain a detailed inventory of pavement conditions, historical analysis, helping to plan preventative maintenance and repairs to extend the life of our roadways, as well as the aforementioned Pavement Inspection and Analysis report/ratings.

3.D. Sign Management. Track and manage the status of signage across the municipality, ensuring compliance with safety and regulatory standards and to elucidate and alleviate problems with multiple city departments.

3.E. Sewer Management. Monitor sewer infrastructure, allowing for proactive maintenance and identification of potential issues before they become costly problems.

3.F. Fleet Management. Keep track of the condition, maintenance schedules, and operational status of our fleet, ensuring that vehicles are running efficiently and safely.

3.G. Facilities and Buildings Management. Manage municipal buildings and facilities, including routine maintenance and repairs, to ensure all spaces remain functional and safe for public use.

3.H. Automated Schedule Reports. Generate reports automatically, reducing manual effort and ensuring that our team has access to accurate, real-time data on operations and maintenance.

3.I. Customizable Workflows. Tailor workflows, reports, and to meet the specific needs of each division, improving flexibility and enabling departments to operate according to their unique requirements.

4. FUNDING/PROCUREMENT. The Public Works Commissioner seeks to purchase these new modules with our established vendor. We currently remit 30,000.00USD annually, and with the proposed services (stormwater, asset management, facilities management, sewer management, street light management, fleet enterprise package, workflows, activity codes and automated scheduled reports for work management) increase totals 53,000USD for a new annual total of 83,000USD, plus the one-time pavement inspection/analysis of 5,000USD. This means for the **first year we would spend 88,500USD** and then **83,000USD every year after**, unless otherwise altered. Funding for this solution will be available from the line as follows: **A1440.405 Contracted Services [Engineering]**.

Respectfully Submitted,



John Nuculovic
Deputy Commissioner of Public Works

Enclosure: (1) iWorQ Proposal
(2) iWorQ Sole Source Letter
(3) iWorQ Approved Legislation 2023