



ADMINISTRATION COMMITTEE

Agenda Report

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File #: 2025-4627

Agenda Date: 12/10/2025

Agenda Item No: 3.

FROM: Robert Thompson, General Manager
Originator: Wally Ritchie, Director of Finance

SUBJECT:

IBM MAXIMO EMERGENCY AND LEVEL 3 SUPPORT

GENERAL MANAGER'S RECOMMENDATION

RECOMMENDATION:

- A. Approve a Sole Source Purchase Order Agreement with Total Resource Management, Inc. to provide Emergency and Level 3 support for IBM Maximo software, for a total amount not to exceed \$160,000 for the period of January 1, 2026, through December 31, 2026, with four (4) optional one-year renewals; and
- B. Approve an annual contingency of \$16,000 (10%).

BACKGROUND

Orange County Sanitation District's (OC San) Operations & Maintenance Department, and the Warehouse and Fleet Divisions utilize IBM Maximo software (IBM-Maximo) as their core business software. The benefits of IBM-Maximo include improved asset and labor productivity, optimization of maintenance resources, and efficiency in inventory management. OC San requires Emergency and Level 3 support from a third-party vendor to support this software. Level 3 support is the highest tier of Information Technology (IT) support, involving highly skilled engineers and specialists who handle the most complex and critical technical issues that cannot be resolved by lower tiers. This level is responsible for in-depth diagnosis, developing solutions like patches, and often involves roles such as IT architects, network engineers, and software developers. They are the final line of defense, and their work may lead to recommending system changes or new software to prevent future problems. Total Resource Management, Inc. (TRM) has provided this support for the last thirteen years efficiently.

RELEVANT STANDARDS

- Ensure public's money is wisely spent
- Maintain a culture of improving efficiency to reduce the cost to provide the current service level or standard
- Protect OC San's assets
- Maintain a proactive asset management program

PROBLEM

The Operations & Maintenance Department, and the Warehouse and Fleet Divisions utilize IBM-Maximo as its core software. To provide adequate support for these divisions, additional IT resources are required on an as needed basis. Support of the software includes troubleshooting, upgrades, implementing new functionality, testing, and documentation.

PROPOSED SOLUTION

Approve a Sole Source Purchase Order Agreement to provide support on an as-needed basis.

TIMING CONCERNS

N/A

RAMIFICATIONS OF NOT TAKING ACTION

Not approving the item will result in lower levels of service in supporting IBM-Maximo software and its functionality which could decrease efficiency in Operations & Maintenance Department and the Warehouse and Fleet Divisions.

PRIOR COMMITTEE/BOARD ACTIONS

November 2020 - Approved a Sole Source Professional Services Agreement to Total Resource Management, Inc to provide Emergency and Level 3 support for IBM Maximo software, for the time period of January 1, 2021, through December 31, 2021, for a total amount not to exceed \$160,000; and authorized an option for four (4) one-year renewals at \$160,000 per year.

ADDITIONAL INFORMATION

TRM was placed on the Original Equipment Manufacturers (OEM) Board Approved Sole Source List in November 2019. TRM has assisted OC San with the Maximo system architecture, setup, and implementation and has provided Emergency and Level 3 Support for the past four years. They are familiar with OC San's business processes, personnel, and Maximo infrastructure. TRM is also the developer of Rules Manager, a proprietary software that is used by OC San to enforce all business rules within IBM-Maximo; and the developer of the Lock Out Tag Out (LOTO) module implemented within Maximo. The LOTO module tracks the safety procedures that are followed during maintenance work. TRM has provided best practices and Maximo expertise in assisting OC San in succeeding with our business principles for the last eight years.

CEQA

N/A

FINANCIAL CONSIDERATIONS

This request complies with authority levels of the OC San's Purchasing Ordinance. This item has been budgeted (FY2025-26 Budget, Section 6, Page 24).

ATTACHMENT

The following attachment(s) may be viewed on-line at the OC San website (www.ocsan.gov) with the complete agenda package:

N/A