



City of Arts & Innovation

City Council Memorandum

TO: HONORABLE MAYOR AND CITY COUNCIL DATE: FEBRUARY 4, 2020

FROM: PARKS, RECREATION AND COMMUNITY WARDS: ALL
SERVICES DEPARTMENT

SUBJECT: SERVICE AGREEMENT FOR TOTAL SUPPORT AND MAINTENANCE PROGRAM WITH ROUTEMATCH SOFTWARE INC., OF ATLANTA, GEORGIA, FOR THE ROUTEMATCH TS™ SOFTWARE USED BY THE SPECIAL TRANSPORTATION DIVISION IN THE AMOUNT OF \$78,350.45 FOR FISCAL YEAR 2019-2020

ISSUE:

Approve the Service Agreement for Total Support and Maintenance Program with RouteMatch Software, Inc., of Atlanta, Georgia, for annual support services to RouteMatch TS™ Software used by the Special Transportation Division in the amount of \$78,350.45 for Fiscal Year 2019-2020.

RECOMMENDATION:

That the City Council:

1. Approve the Service Agreement for Total Support and Maintenance Program with RouteMatch Software, Inc., for annual support services for RouteMatch TS™ Software used by the Special Transportation Division in the amount of \$78,350.45 for Fiscal Year 2019-2020; and
2. Authorize the City Manager, or his designee, to execute the Service Agreement for Total Support and Maintenance Program with RouteMatch Software, Inc. for annual support services for RouteMatch TS™ Software, including making minor and non-substantive changes and annual service contract renewals in the same annual amount.

BACKGROUND:

On January 24, 2006, the City Council approved the RouteMatch TS™ Software and licensing agreement based on a competitive procurement process conducted by the County of Merced and utilizing the "Follow-on" exception set forth in Section 201(g) of the City's Resolution No.

20942. The RouteMatch TS™ Software and licensing agreement renews automatically.

RouteMatch TS™ Software scheduling/dispatching provides the following programs:

1. Optimized and cost-efficient operations and resource management due to automated scheduling and the use of a Geographic Information System (GIS) for routing;
2. Improved customer service by streamlining and simplifying trip booking and information requests; and
3. Reduced errors by maintaining complete and accurate records of client and operational data.

Since the original purchase in 2006, three additional modules were added to the RouteMatch TS™ Software to enhance the efficiency of the system, and to provide a higher level of service for customers: (1) Mobile Data, (2) Notification System, and (3) Interactive Voice Response. As additional modules were purchased, additional service fees were incorporated into the service agreement.

DISCUSSION:

RouteMatch TS™ Software is a vital tool necessary for the efficient operation of the Transportation Program. The RouteMatch TS™ Software and its modules are a proprietary software system maintained and serviced exclusively by RouteMatch and no other vendor can provide service to this system. Therefore, it is in the best interest of the City to continue using RouteMatch in accordance with Purchasing Resolution No. 23256, section 702 (q) which exempts from competitive Procurement when the Procurement is for annual maintenance, license(s), support, or similar need for current technology systems, including software, and the items are procured are from the owner/developer of the software/hardware or from a sole source provider, and the manager is satisfied that the best price, terms and conditions have been negotiated.

The Service Agreement for Total Support and Maintenance Program with RouteMatch Software, Inc., for annual support services for RouteMatch TS™ Software is \$78,350.45 for Fiscal Year 2019/20.

The Purchasing Manager concurs with the purchase in compliance with Purchasing Resolution No. 23256, Section 702 (q).

FISCAL IMPACT:

The total cost of the annual support services will be funded by Local Transportation Funds and State Transportation Funds received each year upon approval of the City of Riverside's Short Range Transit Plan. The annual payment of \$78,350.45 in Fiscal Year 2019/20 will be paid using the software maintenance account number 5200200 – 424310.

Prepared by: Adolfo Cruz, Parks, Recreation and Community Services Director
Certified as to availability of funds: Edward Enriquez, Chief Financial Officer/Treasurer
Approved by: Rafael Guzman, Assistant City Manager
Approved as to form: Gary G. Geuss, City Attorney

Attachment: RouteMatch Annual Service Agreement