



City Council Memorandum

City of Arts & Innovation

TO: HONORABLE MAYOR AND CITY COUNCIL **DATE:** NOVEMBER 6, 2018

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

SUBJECT: ORDER FORM TO SERVICE AGREEMENT FOR TOTAL SUPPORT AND MAINTENANCE PROGRAM WITH ROUTEMATCH SOFTWARE INC., TO ADD AN ELECTRONIC FARE COLLECTION MODULE AND RELATED SERVICES TO THE ROUTEMATCH TS™ SOFTWARE USED BY THE SPECIAL TRANSPORTATION PROGRAM, ADDITIONAL COSTS OF \$197,750 FOR FISCAL YEAR 2018/19 AND \$36,080, ANNUALLY, BEGINNING FISCAL YEAR 2019/20

ISSUE:

Approve the Order Form to the Service Agreement for Total Support and Maintenance Program with Routematch Software, Inc., to add an Electronic Fare Collection Module and related services to the RouteMatch TS™ Software used by the Special Transportation Program, with additional costs of \$197,750 for Fiscal Year 2018/19 and \$36,080, annually, beginning Fiscal Year 2019/20.

RECOMMENDATIONS:

That the City Council:

1. Authorize the Purchasing Manager to procure the Electronic Fare Collection Module and related services from Routematch Software, Inc., at the Order Form pricing, as a “sole source” exception to Purchasing Resolution No. 23256, Section 602(c).
2. Approve the Order Form to Service Agreement for Total Support and Maintenance Program with Routematch Software Inc. to add an Electronic Fare Collection Module and related services to the RouteMatch TS™ Software used by the Special Transportation Program, with the additional cost of \$197,750 for Fiscal Year 2018/2019 and \$36,090, annually, beginning fiscal year 2019/20.
3. Authorize the City Manager, or his designee, to execute the Order Form to Service Agreement for Total Support and Maintenance Program with Routematch Software, Inc., including making minor and non-substantive changes and renewing services, annually.

BACKGROUND:

On January 24, 2006 City Council approved the purchase of the RouteMatch TS™ Software and licensing agreement based on a competitive procurement process conducted by the County of Merced and utilizing the "Piggy-Back" exception set forth in Section 201(g) of City Purchasing 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. Improves customer service by streamlining and simplifying trip booking and information requests; and
3. Reduces 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 our 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. On August 8, 2017, a new Service Agreement was approved by the City Council updating the original approved agreement that was approved in 2006.

DISCUSSION:

On August 8, 2017, as a result of the approval for increasing transit fares from \$2.00 to \$3.00, the City Council asked Special Transportation to identify and implement a system that would allow electronic payment of a fare. As a result, Special Transportation identified RouteMatch's Electronic Fare Collections Module as the best option for the program as it is an additional module to the existing RouteMatch Software that the City had purchased in 2006 and is still currently using. This Electronic Fare Collections Module will allow customers the flexibility of paying their transit fare at boarding using an electronic card type media, which eliminates the need to carry cash or coins. The Electronic Fare Collection Module also includes a mobile application, online Rider Portal, Agency Portal, Driver Interface and In-vehicle hardware.

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 add on modules to this system. Therefore, it is in the best interest of the City to purchase this Electronic Fare Collection Module that is a direct plugin to the existing system by invoking the single source exception in Purchasing Resolution No. 23256, Section 602 (c).

The Purchasing Manager concurs that the recommended action is in compliance with Purchasing Resolution No. 23256, Section 602 (c). The Department of Innovation and Technology has reviewed the proposed software and provided their concurrence to purchase and implement the Electronic Fare Collection module from RouteMatch.

FISCAL IMPACT:

The fiscal impact of purchasing the Electronic Fare Collection Module is \$197,750 and will be funded by Federal Transportation Administration and State Transportation Assistance funds. Sufficient funding is available in Federal 095 Mobile Fare System account 9265100-440120 and the State 095 Mobile Fare System Account 9265110 – 440220.

The Electronic Fare Collection Module will include ongoing licensing fees and support costs in the amount of \$36,080 annually, which will take effect in FY 2019/20. Sufficient funding is available in the FY 2019/20 Software Maintenance/Support account: 5200200-424310.

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

Attachment: Routematch Terms and Conditions and Order Form