



City of Arts & Innovation

City Council Memorandum

TO: HONORABLE MAYOR AND CITY COUNCIL **DATE: JUNE 22, 2021**

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

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 \$327,123.91 FOR FISCAL YEARS 2020/21 – 2022/23

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 \$327,123.91 for fiscal years 2020/21 – 2022/23.

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 \$327,123.91 for fiscal years 2020/21 – 2022/23;
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.
3. Authorize the City Manager, or his designee to execute contract renewals and extensions based on acceptable pricing and availability of funds including change order authority pursuant to purchasing resolution 23256.

BACKGROUND:

On January 24, 2006, the City Council approved the purchase of 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 City 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. Historically, the cost of the software has increased approximately 3.25% annually on average. This year, in an effort to secure the best pricing possible, the City negotiated a three-year Service Agreement with a slight increase of 2.8% in FY 2020/21 and 0.9% in FY 2021/22. There is no increase in FY 2022/23. Overall, the Service Agreement for Total Support and Maintenance Program with RouteMatch Software, Inc., for support services for fiscal years 2020/21 – 2022/23 is \$327,123.91.

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 this system in accordance with Purchasing Resolution 23256 Section 702(q) which states "When the Procurement is for the annual maintenance, license(s), support, or similar need for current technology systems, including hardware, and the items 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 Purchasing Manager concurs that this Agreement is in accordance with Purchasing Resolution No. 23256 Section 702(q).

The Chief Innovation and Technology Officer concurs with the Agreement.

FISCAL IMPACT:

The fiscal impact of the recommendation is \$327,123.91. The total cost of the annual support services for Fiscal Year 2020/21 will be funded by the CARES Act grant. Funds are budgeted and available for FY 2020/21 in the Special Transit Fund, Special Transit Services Software

Maintenance Account Number 5200200-424310. The subsequent years of the contract have been budgeted in the same account. Fiscal Years 2021/22 and 2022/23 will be funded by Local Transportation Funds received each year upon approval of the City of Riverside's Short Range Transit Plan. The annual expenses will be paid from the Special Transit Fund, Special Transit Services 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:	Kristi J. Smith, Interim City Attorney

Attachment:	RouteMatch Service Agreement
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