CITY OF SAN ANTONIO
INTERDEPARTMENTAL MEMORANDUM
PURCHASING & GENERAL SERVICES DEPARTMENT

TO: Mayor and City Council

FROM: Janie B. Cantu, Director of Purchasing & General Services

THROUGH: Terry M. Brechtel, City Manager

COPIES: Erik J. Walsh, Assistant to the City Manager;
            Dennis Campa, Director of Community Initiatives;
            File

SUBJECT: Paratransit Dispatch Software

DATE: August 26, 2004

SUMMARY & RECOMMENDATION:

This ordinance authorizes the Purchasing & General Services Department to accept the proposal submitted by RouteMatch Software, Inc. to provide the City of San Antonio Community Initiatives Department with paratransit dispatch software. Staff recommends approval of this ordinance.

BACKGROUND INFORMATION

The Department of Community Initiatives (DCI), Elderly and Disabled Services Division, administers the Supportive Services for the Elderly Project (SSEP). Since 1975, the Elderly and Disabled Services Division have managed this Title III program of the Older Americans Act of 1965 for the elderly citizens of San Antonio and Bexar County. SSEP provides door-to-door paratransit transportation services to senior citizens who reside in San Antonio and Bexar County who are mobility-impaired, who may not live near a mainline bus route and may not meet eligibility requirements of VIAtrans. Senior citizens utilizing the paratransit transportation services primarily use the services for medical appointments.

SSEP has a current fleet of ten vehicles of which eight are equipped with a wheelchair lift. Vehicles are purchased with funds made available through the Texas Department of Transportation (TxDOT) and the General Fund. When funds are available, the Alamo Area Council of Governments (AACOG) also provides capital improvement funds for the purchase of additional vehicles.

The Paratransit Automated Scheduling System (PASS) was purchased in 1996 to increase the efficiency of the paratransit transportation services provided. The PASS software, a computer-based scheduling and dispatching software package, runs under the Microsoft Disk Operating System (DOS). Initially, PASS-DOS software adequately served the needs of SSEP; however, over the past eight years, the PASS software has been subject to numerous updates making the DOS version outdated. A combination of the older PASS software and the recent advances in computer technology has caused a decline in system effectiveness, loss of data and hardware compatibility challenges.

In 2003, SSEP began upgrading its computer hardware to remain current with City technology standards. During this upgrade, it was determined that a high technology request for proposal (RFP) should be issued to explore the latest advances in paratransit dispatch computer software that would meet the present and future needs of SSEP. Staff identified several vendors who offered dispatching and scheduling software products compatible with the current SSEP system hardware. Specifications were developed and approved by the Information Technology and Services Department.

The dispatch software will be used by the SSEP to register senior citizens with the transportation program, schedule transportation trips for these senior citizens and to route and dispatch the program chauffeurs that provide those trips. The software is also capable of tracking and reporting client registration information and the usage of program services and vehicles on a weekly, monthly, quarterly and annual basis. This software will allow the Department of Community Initiatives, to provide transportation services in the most efficient manner possible and to make full use of available resources.

This proposal was evaluated on six categories: history, functionality, maintenance and support, product upgrades, pricing and SBEDA compliance. 10 maximum points for history could be awarded and the evaluation committee examined the firm's experience and past performance. 25 maximum points for functionality examined the ease of use, training and demonstration of product. All vendors provided a demonstration of their proposed software product. Software demonstrations were held at the Information Technology and Services Department. Product and maintenance support examined product warranty and customer service availability for a maximum award of 10 points. 5 maximum points for product upgrades could be awarded based on frequency of upgrades and ease of upgrades. 30 maximum points were given for pricing. 20 maximum points were awarded based on the firm's compliance with SBEDA requirements. The total maximum points possible were 100.

RouteMatch Software, Inc. received a total maximum points of 70.9 of which 7.7 points was received for history and past experience, 22.8 points for functionality, 8.7 points for product maintenance and support, 4.2 points for product upgrades, 26.5 points for pricing and 1 point for SBEDA compliance. Trapeze Software received a total of 59.1 points and Engraph, LLC received a total of 58.9 points respectively.

The evaluation team consisted of representatives from the Department of Community Initiatives, Purchasing & General Services Department, Information Technology & Services Department, Economic Development Department and the Alamo Area Council of Governments (AACOG). Staff recommends award to Route Match Software, Inc.

POLICY ANALYSIS:
This agreement will provide the Department of Community Initiatives, Elderly and Disabled Services Division, Support Services for the Elderly Project (SSEP) with paratransit dispatch software installation and support. This software will provide SSEP with a turnkey system with real time, fully automated functionality. The fully automated software will function on current host architecture allowing maximum flexibility of installation and implementation.

Currently, SSEP has two active dispatchers and one backup dispatcher on staff. This software, comprised of various high quality functions, will improve daily productivity and operations for the SSEP dispatching staff. Passenger registration, reservation/scheduling, automated scheduling, on-line and real time vehicle information for dispatchers, weekly, monthly, quarterly and annual reports regarding service and data management information regarding services, client billing and management services and tracking of driver records are important functions that will be enhanced by the installation and implementation of this software.

In addition, RouteMatch Software, Inc. will provide pre-implementation planning, data conversion, installation, training, customer and technical support via telephone, live consultation and customer service website. Additionally, RouteMatch Software, Inc. will provide software updates and upgrades at no charge.

FISCAL IMPACT
The total cost of this contract is $43,795.00. Funding will be from the Alamo Area Council of Governments (AACOG). All expenditures will be in accordance with the FY2003-2004 Budget approved by City Council.

COORDINATION
This item has been coordinated with the City of San Antonio Community Initiatives Department, Economic Development, Legal Department and the Information Technology Services Department.
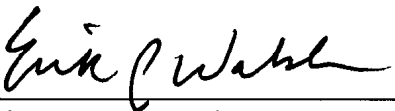
SUPPLEMENTAL INFORMATION:
The Discretionary Contracts Disclosure form is attached.

Janie B. Cantu, C.P.M., Director
Purchasing & General Services

Approved:

Erik J. Walsh, Assistant to the City Manager
City Manager's Office

Terry M. Brechtel
City Manager

Paratransit Dispatch Software RFP #04-040	Maximum Points	RouteMatch, Inc.	Trapeze Software	Engraph, LLC
Evaluation Criteria				
1. History, Experience & Past Performance	10	7.7	6.7	5.8
2. Functionality	25	22.8	17.2	16.0
3. Product Maintenance and Support	10	8.7	6.0	5.0
4. Product Upgrades	5	4.2	2.8	2.1
5. Pricing	30	26.5	26.4	30.0
6. Small Business Economic Development Advocacy	20	1.0	0	0
Total Points	100	70.9	59.1	58.9

City of San Antonio Bid Tabulation

Opened:	April 14, 2004		RouteMatch	Engraph,LLC	Trapeze Software Group
For:	Paratransit Dispatch Software		1349 West Peachtree Street,	4840 W. 15th Street,	14400 N. 87th Street,
04-040		AW	Atlanta, GA 30309	Lawrence, KS 66049	Scottsdale, AZ 85260

Item	Description	RouteMatch	Engraph,LLC	Trapeze Software Group
1	Paratransit Dispatch Software			
	Price Total	$43,795.00	$38,700.00	$43,925.00
	Maintenance/Customer Support*	$8,100.00	$3,500.00	$6,000.00
	Terms	Net 30	Net 30	Net 30
	Total Award	$43,795.00		

*Annual cost for customer support after initial 12 months. Initial 12 month cost included in total award.