

REGIONAL TRANSIT ISSUE PAPER

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| Agenda Item No. | Board Meeting Date | Open/Closed Session | Information/Action Item | Issue Date |
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| 3 | 08/27/18 | Open | Action | 08/21/18 |

Subject: Approving a Sole Source Procurement and Awarding a Contract with Genfare for Farebox Support Services

ISSUE

Whether to approve a Sole Source Procurement and award a Contract with Genfare for Farebox Support Services

RECOMMENDED ACTION

Adopt Resolution No. 18-08-____, Approving a Sole Source Procurement and Awarding a Contract with Genfare for Farebox Support Services

FISCAL IMPACT

| | | | | |
|-------------------------|-------------|------------------|----|---------|
| Budgeted: | Yes | This FY: FY19 | \$ | 31,090* |
| Budget Source: | FY19 | Next FY: FY20-21 | \$ | 54,300 |
| Funding Source: | Operating | Annualized: | \$ | 27,150 |
| Cost Cntr/GL Acct(s) or | 630003 cc45 | Total Amount: | \$ | 85,390 |
| Capital Project #: | | | | |
| Total Contract: | \$ 85,390 | | | |

*First year costs include four training sessions at \$985/session. The sessions have been discounted by 10% each.

DISCUSSION

On August 11, 2014, the Board of Directors awarded a sole source procurement to Genfare for the purchase of Fast Fare fareboxes for installation on the 92 new Gillig buses being procured. The Genfare Fast Fare fareboxes were selected for multiple reasons, but primarily because SacRT was not able to replace the entire fleet of fareboxes and we were unequipped to maintain multiple cash vault systems during a phased replacement.

SacRT's finance and maintenance departments have been operating without direct support from the vendor since the installation of the first fareboxes in 2016. Based on technical issues encountered and additional support needed to obtain better ridership data the Finance department would like to enter into a multi-year Support Agreement with Genfare. The Support Agreement would provide SacRT with the following:

Approved:

Presented:

Final 08/22/18

General Manager/CEO

Treasury Controller

J:\Board Meeting Documents\2018\11 August 27, 2018\08-27-18 Genfare Support Agreement Sole Source.Legal.edits.revised.docx

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Support Agreement Benefits

- ❖ Technical Support during Business Hours (Mon-Fri, 8a-5p Central)
- ❖ 24-hour response time for all issues*
- ❖ Expedited service, based on issue severity level (severity levels are defined in contract: Critical, High Priority, Low Priority)
- ❖ Free access to all system-compatible updates (subject to SLA terms)
- ❖ Optional 24-hour Support (24/7/365) (SacRT is not exercising this option)
- ❖ One (1) fare structure change or modification per year
- ❖ One (1) file cleanup per year
- ❖ Free technical support for all break/fix issues and reporting questions (Development work not included)
- ❖ 10% discount on back end system and reporting system trainings

*Genfare will respond within 24 hours for “critical” and/or “high priority” issues, if it is a “low priority” issue Genfare must respond within 20 business days.

By entering into the Support Agreement SacRT could ensure that our farebox systems are always up to date, technical support is available, and Staff has access to live data from the fareboxes. Genfare offers four training sessions covering the following topics: Introduction to Genfare Back End System, Advanced Reporting, Fare Structure Maintenance, and Revenue Security.

In accordance with SacRT’s Procurement Ordinance, Section 1.405 2.B. Noncompetitive and Sole Source Procurement, Non Federally-Funded Procurements, the Board may approve and award a noncompetitive procurement when it has been determined that it would be in the “best interest” of SacRT to award a sole source contract to a consultant. In this instance, Genfare is the manufacturer of the fareboxes on our bus fleet and its software is proprietary. As such, there aren’t any other vendors that can provide the tech support SacRT needs to ensure the proper operation of its fareboxes; therefore, it is in SacRT’s best interest to enter into the Support Agreement with Genfare because Genfare is the organization that maintains the system that we operate on. No other vendor would be able to provide the service expertise and customized support that Genfare offers.

Staff recommends that the Board approve sole source procurement and authorize the General Manager/CEO to enter into a three-year Support Agreement with Genfare for ongoing support of SacRT’s fareboxes.

RESOLUTION NO. 18-08-_____

Adopted by the Board of Directors of the Sacramento Regional Transit District on this date:

August 27, 2018

**APPROVING A SOLE SOURCE PROCUREMENT AND AWARDING A CONTRACT
WITH GENFARE FOR FAREBOX SUPPORT SERVICES**

WHEREAS, in accordance with Section 1.402 B.2 of the SacRT Procurement Ordinance, a sole source procurement for services is permitted upon a determination by the Board that it is in the best interests of SacRT to solicit only one contractor.

WHEREAS, SacRT's Fareboxes operate on proprietary software that only the Genfare can service and maintain.

WHEREAS, because Genfare's software is proprietary, no other vendor can service Genfare's software necessary to operate its GFI Fast Fare fareboxes, originally procured from Genfare by SacRT.

BE IT HEREBY RESOLVED BY THE BOARD OF DIRECTORS OF THE SACRAMENTO REGIONAL TRANSIT DISTRICT AS FOLLOWS:

THAT, the Board hereby finds that it would be in SacRT's best interest to solicit only one bid for the software support services SacRT requires to efficiently and properly maintain its GFI Fast Fare fareboxes as authorized under Section 1.402 B.2 of SacRT's Procurement Ordinance and hereby authorizes a sole source procurement for these services.

THAT, the Board hereby authorizes the award of a sole source Contract to Genfare wherein Genfare agrees to provide software support services for a three year term for a not to exceed amount of \$85,390.

THAT, the Board hereby authorizes and directs the General Manager/CEO to execute said Contract.

PATRICK KENNEDY, Chair

A T T E S T:

HENRY LI, Secretary

By: _____
Cindy Brooks, Assistant Secretary