



## STAFF REPORT

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**DATE:** December 9, 2019

**TO:** Sacramento Regional Transit Board of Directors

**FROM:** Doug Cook, VP, Operations

**SUBJ:** DELEGATING AUTHORITY TO THE GENERAL MANAGER/CEO TO APPROVE AND EXECUTE A SOFTWARE LICENSE AND SERVICES AGREEMENT WITH ECOLANE USA, INC. FOR COMPLEMENTARY PARATRANSIT SCHEDULING AND DISPATCHING SOFTWARE UNDER THE NATIONAL COOPERATIVE PURCHASING ALLIANCE (NCPA) AND TO APPROVE AMENDMENTS TO THE AGREEMENT FOR ADDITIONAL LICENSES AND SERVICES

### RECOMMENDATION

Adopt the Attached Resolution.

### RESULT OF RECOMMENDED ACTION

Under this authorization, the General Manager/CEO would be able to obtain complementary paratransit scheduling and dispatching software needed for SacRT to assume responsibility for directly providing complementary paratransit service and, in addition, the General Manager/CEO would be able to obtain add licenses and services up to an aggregate additional amount of \$250,000.

### FISCAL IMPACT

The \$491,430.00 initial cost for the scheduling and dispatching software was budgeted and funded under Capital Project P011, Paratransit Service Start Up. The initial cost includes the first year of the license fee, but after the first year of the contract the annual license fees of approximately \$23,999 per year will be included in future operating budgets.

### DISCUSSION

SacRT began to provide complementary paratransit and demand-response service to Folsom customers on February 4, 2019. As SacRT prepared to provide this service, Staff reviewed and evaluated two demand-response/paratransit scheduling software solutions (TripSpark and Ecolane). At that time, Staff determined that the Ecolane software solution best met SacRT's needs. On July 1, 2019, SacRT expanded paratransit service to Elk Grove and again determined that the Ecolane software best met the needs of that service.

On September 23, 2019, the SacRT Board of Directors voted to authorize the General Manager/CEO to provide notice to Paratransit, Inc. of SacRT's intent to terminate the

Americans with Disabilities Act (ADA) Paratransit Service Agreement. SacRT will offer complementary paratransit services directly to paratransit customers beginning April 1, 2020. The transition date was subsequently revised to on or around March 29, 2020.

Due to the tight time-frame for commencing the services, SacRT does not have sufficient time to conduct its own full and open procurement for complementary paratransit dispatching and scheduling software. However, on February 9, 2019, the Region 14 Education Service Center issued a Request for Proposal (RFP) for Transportation Software on behalf of itself and other government agencies through the National Cooperative Purchasing Alliance (“NCPA”). NCPA is a leading national government purchasing cooperative that works to reduce the cost of goods and services by leveraging the purchasing power of public agencies in all 50 states.

The evaluation factors for the RFP included pricing, ability to provide services, references, technology and value added products and services. Two proposals were received and, on the basis the specified factors, Ecolane was determined to be the most-qualified and was awarded a Master Agreement effective as of April 1, 2019, with a term through March 31, 2022 and an NCPA option to extend for two additional one-year periods.

Section 1.407 of the Procurement Ordinance allows the use of cooperative purchasing agreements without separate competitive bidding if the procedures followed by the cooperative satisfy the requirements that would otherwise apply to a SacRT procurement. The NCPA RFP and Master Agreement satisfy those criteria.

Ecolane has provided SacRT with a cost proposal with an annual license fee proposal that is lower than the price specified in the NCPA RFP. Other aspects of the pricing are consistent with the pricing proposed under the Master Agreement; however, in order to offer the most favorable pricing, Ecolane has requested a deviation from the standard payment terms, which specify that 75% of the initial costs is due at system set up, 25% is due at completion of training and 5% is due at system acceptance.

Ecolane has instead requested full payment of the \$491,430 initial set up cost prior to the end of December 31, 2019, which creates some risk of non-delivery or delayed performance due to the removal of financial leverage to complete the work. However, based on the ongoing relationship with Ecolane, Staff believes this risk is remote.

SacRT has been satisfied with Ecolane’s performance for the Folsom and Elk Grove paratransit services, and SacRT believes that building on this solution will benefit SacRT’s paratransit customers.

Paratransit customers will have:

- A single, uniform solution to engage the paratransit service regardless of their service area and/or if they change service area.
- Software from the same vendor typically follows the same style of usability. Similar controls and functionality means new features and applications can be rolled out and customers will not require a lot of training.
- A single application to interact with creating a great customer experience as features and applications are developed.

- Minimized compatibility issues as all paratransit services will be managed from a single software platform.

SacRT Staff will:

- Eliminate double data entry as all records can be maintained in the Ecolane solution.
- Allow software issues to be handled through the same vendor which will reduce the complexity of troubleshooting problems with multiple vendors and increase overall application availability.
- Use a single, uniformed solution to manage all aspects of paratransit services, which will increase staff productivity, maximize efficiency and improve the rider experience.
- Be able to take advantage quickly and provide to all paratransit customers new features or applications as they become available.
- Reduce or eliminate the need for intensive training to learn new features or applications.

**Summary of Costs**

<b>One-Time Cost for 85 Vehicles</b>	
Software Licenses	\$ 340,000
Self Service Trip Booking Website	\$19,995
SMS Text Messaging Arrival Notification	\$19,995
Pre/Post Trip functionality on MDT	\$19,995
GTFS Interface for Coordinated Transit	\$19,995
Self Service Trip Booking App with Credit Card Capability	\$59,995
Tablets, Mounting, SMS Bundle	\$ 43,405
Professional Services, Training & Travel	\$ 58,050
Discount	(\$ 90,000)
<b>Total One-Time Costs due prior to December 31, 2019</b>	<b>\$ 491,430.00</b>
Year 2 - Annual Licensing Charges (April 2021-March 2022)	\$ 23,999
Year 3 - Annual Licensing Charges* (April 2022-March 2023)	\$ 23,999
Year 4 - Annual Licensing Charges* (April 2023-March 2024)	\$ 23,999
<b>Total Year 2 - 4 Annual Licensing &amp; Maintenance</b>	<b>\$71,997</b>

\*The Year 3 and Year 4 License fees would be added, if at all, through an amendment(s) to the Software License & Service Agreement if the NCPA exercises its options to extend the Master Agreement beyond March 30, 2022.

In addition to delegating authority to the General Manager/CEO to approve and execute the Software License & Services Agreement, Staff is requesting a delegation of authority to the General Manager/CEO to execute amendments to the agreement as necessary to furnish: (1) complementary paratransit service that is required to be provided by SacRT under the Americans with Disabilities Act; (2) demand-response service offered by SacRT to the elderly and disabled that exceeds the requirements of the ADA or (3) demand-response service required to be provided by SacRT under the terms of an operating contract with an entity outside of SacRT's boundaries (e.g., Elk Grove) up to an aggregate amount of \$250,000.

RESOLUTION NO. 19-12-0129

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

December 9, 2019

**DELEGATING AUTHORITY TO THE GENERAL MANAGER/CEO TO APPROVE AND EXECUTE A SOFTWARE LICENSE AND SERVICES AGREEMENT WITH ECOLANE USA, INC. FOR COMPLEMENTARY PARATRANSIT SCHEDULING AND DISPATCHING SOFTWARE UNDER THE NATIONAL COOPERATIVE PURCHASING ALLIANCE (NCPA) AND TO APPROVE AMENDMENTS TO THE AGREEMENT FOR ADDITIONAL LICENSES AND SERVICES**

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

THAT, the Board hereby delegates authority to the General Manager/CEO to enter into a Software License and Services Agreement with Ecolane USA, Inc. for complementary paratransit services under the National Cooperative Purchasing Alliance (NCPA) whereby Ecolane agrees to provide 85 Software Licenses and implementation services for SacRT's complementary paratransit service and annual licenses for an amount not to exceed \$ 515,429.

THAT, the Board hereby delegates authority to the General Manager/CEO to execute amendments to the foregoing Agreement as necessary to furnish: (1) complementary paratransit service that is required to be provided by SacRT under the Americans with Disabilities Act; (2) demand-response service offered by SacRT to the elderly and disabled that exceeds the requirements of the ADA; or (3) demand-response service required to be provided by SacRT under the terms of an operating contract with an entity outside of SacRT's boundaries (e.g., Elk Grove) up to an aggregate amount of \$250,000.

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PATRICK KENNEDY, Chair

A T T E S T:

HENRY LI, Secretary

By: \_\_\_\_\_  
Cindy Brooks, Assistant Secretary