



# City of San Antonio

## Agenda Memorandum

**File Number:**

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**Agenda Item Number:** 6

**Agenda Date:** March 23, 2023

**In Control:** City Council A Session

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**DEPARTMENT:** Finance Department

**DEPARTMENT HEAD:** Troy Elliott

**COUNCIL DISTRICTS IMPACTED:** Citywide

**SUBJECT:**

Route Optimization Replacement for Development Services Department

**SUMMARY:**

This ordinance authorizes a contract with Route4Me, Inc. to provide a commercial off-the-shelf solution for field inspection route optimization and customer notification for the Development Services Department. The term of the agreement is for two years with the option to extend for three one-year periods. The total contract amount is an amount not to exceed \$514,000.00 over the entire contract period. Funding in the amount of \$110,800.00 is available from the FY 2023 Development Services Enterprise Fund. Funding for subsequent years is contingent upon City Council approval of the annual budget.

**BACKGROUND INFORMATION:**

Submitted for City Council consideration and action is a proposal submitted by Route4Me, Inc. to provide a field inspection route optimization and customer notification solution to support the field inspection operations of the Development Services Department (DSD).

DSD is responsible for assisting customers through the construction development process. The

department's Building Inspections section reviews permitted construction activity on private and public property for compliance with applicable building codes (e.g. building, electrical, mechanical, plumbing). Approximately 140 inspectors are assigned to perform inspections daily, with each inspector completing an average of 30 to 35 inspections per day. The number of inspections per inspector will vary based on staffing, inspection type, and construction activity. The total number of inspections completed per day is 1,100 to 1,300 inspections, with the department's established service goal of performing at least 95% of inspections on time as scheduled.

With the previous solution, inspection team supervisors reviewed scheduled inspections assigned to available team members and used an existing solution that (1) optimized inspection routes for their team members and (2) provided notification to customers with scheduled inspections for the day. The previous route optimization and customer notification solution expired on December 31, 2022. The Development Services Department is currently relying on manual operations for route planning and handling customer inquiries by phone and email in the interim.

The Finance Department, Purchasing Division issued a Request for Competitive Sealed Proposals (RFCSP) for "Route Optimization Replacement for DSD" (RFCSP 22-126, 6100015956) on September 7, 2022, with a submission deadline of October 12, 2022. The RFCSP was advertised in the HartBeat, the City's Bidding & Contracting Opportunities website, the San Antonio e-Procurement System, and an email notification was released to a list of potential Respondents. One proposal was received. Route4Me, Inc. is recommended for contract award based on the City's standard RFCSP evaluation process.

The evaluation committee met on October 27, 2022, to evaluate the one proposal response received. The evaluation committee consisted of representatives from the Development Services Department and Information Technology Services Department. The Finance Department, Purchasing Division assisted by ensuring compliance with City procurement policies and procedures. The proposal was evaluated based on the firm's experience, background, qualifications, proposed plan, and price schedule. Additional categories of consideration included references and financial qualifications. After committee review and evaluation, Route4Me, Inc. was recommended for award by the evaluation committee based on consensus scoring.

The initial term of the agreement shall be for the period upon award by City Council and shall continue in full force and effect for a two-year period. Three additional one-year renewals at the City's option shall also be authorized by this ordinance.

#### **ISSUE:**

This contract for Route4Me will provide a solution for field inspection route optimization and customer notification solution to support Development Services Department's field inspection operations. Route4Me is a cloud-based solution that include a native mobile application for field inspectors, integrates with the City's Accela system for inspection information, and does not require the installation of any equipment in inspector vehicles. The proposed solution will provide optimized routing to assist inspectors with their daily routes and provide customers with an understanding of where they are in the queue for the day.

The Small Business Economic Development Advocacy (SBEDA) Ordinance requirements were waived due to the lack of qualified SMWBE vendors available to provide the specified goods and services.

This award is an exception to the Local Preference Program.

The Veteran-Owned Small Business Preference Program does not apply to non-professional services contracts, so no preference was applied to this contract.

**ALTERNATIVES:**

Should this contract not be approved, the Development Services Department will rely on manual operations for route planning and handling customer inquiries by phone and email on expected service delivery. The proposed solution replaces an existing route optimization solution that ceased operations on December 31, 2022.

**FISCAL IMPACT:**

This ordinance authorizes a contract with Route4Me, Inc. to provide a commercial off-the-shelf solution for field inspection route optimization and customer notification for the Development Services Department. The term of this agreement is for two years with the option to extend for three one-year periods. Funding in the amount of \$110,800.00 is available from the FY 2023 Development Services Enterprise Fund. Funding for subsequent years is contingent upon City Council approval of the annual budget.

**RECOMMENDATION:**

Staff recommends approval of an ordinance for acceptance of a contract with Route4Me, Inc. to provide a commercial off-the-shelf solution for field inspection route optimization and customer notification to support the field inspection operations for the Development Services Department for a total 5-year cost of \$514,000.

This contract was procured by means of a Competitive Sealed Proposal and a Contracts Disclosure Form is required.