



# City of San Antonio

## Agenda Memorandum

**File Number:**14-777

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**Agenda Item Number:** 8.

**Agenda Date:** 4/10/2014

**In Control:** City Council A Session

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**DEPARTMENT:** Finance

**DEPARTMENT HEAD:** Troy Elliott

**COUNCIL DISTRICTS IMPACTED:** City Wide

**SUBJECT:**

Inspector Route Optimization

**SUMMARY:** This Ordinance authorizes a contract with Productivity Apex, Inc. (Apex) to provide a solution for City-hosted inspector route optimization for the Development Services Department for an estimated initial cost of \$305,000.00 and \$52,200.00 annually thereafter for a period of four years. This ordinance also appropriates \$149,964.00 from the Development Services Fund's fund balance, which has dedicated fund reserves for software replacement.

**BACKGROUND INFORMATION:**

Submitted for City Council consideration and action is the proposal submitted by Productivity Apex, Inc. to provide a solution for City-hosted inspector route optimization for the Development Services Department.

Current inspections scheduling operations utilize 15 supervisors to manually review daily scheduled inspections and assign appropriate workload for each of the 65+ inspectors. This is a laborious process which takes into account several constraints - inspection category, level of effort, territory, driving distances, skill sets, etc. Current processes tie up inspectors on the phone communicating with customers as they make their rounds from one inspection to the other. It is the intent of this project to improve the inspection scheduling, routing and client communication process in order to deliver quality service meeting performance expectations.

The City issued a Request for Competitive Sealed Proposal (RFCSP) for "Inspector Route Optimization" (RFCSP 6100002909) on May 31, 2013 with a submission deadline of July 12, 2013. Two proposals were received and reviewed in response to this solicitation for Vendor-hosted solutions and three proposals were received and reviewed in response to this solicitation for City-hosted solutions.

An evaluation committee consisting of representatives from Development Services and the Information

Technology Services Departments reviewed and scored each of the submitted proposals based on two types of solutions, City-hosted and Vendor-hosted. The Finance Department, Purchasing Division assisted by ensuring compliance with City procurement policies and procedures. The proposals were evaluated based on several weighted factors, to include experience, background, and qualifications; proposed plan (services offered) and price.

Based upon the initial committee review and discussion of all the proposals received, a decision was made to interview all the respondents to both Vendor- and City-hosted solutions. Upon completion of interviews, the evaluation committee recommended the Vendor-hosted Route Optimization & Communication solution submitted by Descartes. During contract negotiations with Descartes, it was discovered that the vendor could not comply with the Indemnity and Insurance requirements contained in the solicitation and negotiations were formally terminated on January 27. Based upon the remaining Vendor- and City-hosted solutions submitted, a decision was made to commence negotiations with Productivity Apex Inc., who submitted the highest ranked proposal for a City-hosted solution. Negotiations resulted in acceptance of all City requirements and a mutually agreeable Statement of Work.

The initial term of the resultant contract shall be for a period of one year. The City shall have the option to renew for an additional four years without further Council action.

#### **ISSUE:**

Submitted for City Council consideration is the contract with Productivity Apex, Inc. to deliver a Field Inspectors Route Optimization & Communication system. Development Services does not have an automated system which generates optimized routes for inspectors to perform assigned inspections, nor automated means to communicate to City customers on inspection service expectations. Deployment of requested system will provide automated optimized routing to assist inspectors with their daily routes and provide customers with an understanding of where they are in the queue.

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.

The recommended award is an exception to the Local Preference Program.

The Veteran-Owned Small Business (VOSB) Preference Program does not apply to this contract since it was solicited prior to January 15, 2014, the effective date of the program. Additionally, the VOSB Preference Program does not apply to goods/supplies/non-professional service contracts.

#### **ALTERNATIVES:**

Should this contract not get approved, the Development Services Department will continue manual operations for route planning and handling customer inquiries by phone and email on expected service delivery.

#### **FISCAL IMPACT:**

This ordinance authorizes a contract in the amount of \$305,000.00 and \$52,200.00 annually thereafter for a period of four years to Productivity Apex, Inc. to provide a solution for City-hosted inspector route optimization for the Development Services Department. Funds in the amount of \$207,236.00 for this purchase are available from the Development Services Enterprise Fund. This ordinance also appropriates \$149,964.00 from the Development Services Fund's fund balance, which has dedicated fund reserves for software replacement.

**RECOMMENDATION:**

Staff recommends the approval of this contract with Productivity Apex, Inc. to provide a solution for City-hosted inspector route optimization for the Development Services Department at an estimated initial cost of \$305,000.00 and \$52,200.00 annually thereafter for a period of four years.

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