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**Title:** Award a consulting services agreement to Intuero Consulting, Inc., of Irvine, California, in the amount of \$387,063.66 to provide consultation and expert opinion for a multiphase project to upgrade or replace the existing radio based Computer Aided Dispatch and Automated Vehicle Location system for FAX (Bid File 3645)

**Sponsors:** Department of Transportation

**Indexes:**

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**Attachments:** 1. Bid Eval 3645.pdf, 2. Consultant Agreement.pdf

Date	Ver.	Action By	Action	Result
6/25/2020	1	City Council	approved	

**REPORT TO THE CITY COUNCIL**

**June 25, 2020**

**FROM:** GREGORY A. BARFIELD, Director  
Department of Transportation

**BY:** BRIAN BARR, Assistant Director  
Department of Transportation

SUSAN ROGERS, IS Supervisor  
Department of Transportation

**SUBJECT**

Award a consulting services agreement to Intuero Consulting, Inc., of Irvine, California, in the amount of \$387,063.66 to provide consultation and expert opinion for a multiphase project to upgrade or replace the existing radio based Computer Aided Dispatch and Automated Vehicle Location system for FAX (Bid File 3645)

**RECOMMENDATION**

Staff recommends Council award a consulting services contract to Intuero Consulting, Inc., of Irvine, California, in the amount of \$387,063.66 to provide consultation and expert opinion for a multiphase project to upgrade or replace the existing radio based Computer Aided Dispatch and Automated

Vehicle Location (CAD/AVL) system for the Department of Transportation, FAX Division (FAX) and authorize the Director of Transportation to execute all related documents.

## **EXECUTIVE SUMMARY**

FAX plans to upgrade or replace its current Trapeze radio based (CAD/AVL) system, which supports a fleet of 112 fixed-route revenue buses and 65 Handy Ride paratransit vehicles. The CAD/AVL system is the technological backbone of daily bus operations providing real-time route and vehicle information via an interface to passengers, dispatchers, and supervisory personnel.

FAX is seeking an expert consultant in the field of CAD/AVL technologies to assist FAX in navigating an upgrade or full replacement of the existing over 20-year-old system with the goal of servicing the CAD/AVL needs for the next 20 years.

FAX staff cannot perform this function internally and seeks the assistance of an outside consultant due to extremely technical nature of CAD/AVL systems.

## **BACKGROUND**

The CAD/AVL system is the primary system used by FAX dispatchers to manage both fixed route and support services vehicles. The existing CAD/AVL system has been in operation for more than 20 years and, although it is a mission critical system for FAX, it is presently running on outdated software limiting FAX's ability to implement new technology such as automatic voice announcements, next bus-stop announcements, and real-time vehicle information for our riding customers.

FAX seeks to make system-wide technological enhancements that will improve operational efficiency, security, customer satisfaction, and quality of transit service and customer information. FAX intends to accomplish these goals, in part, through an update to the existing radio based CAD/AVL technology to make it into a modern system. The first step towards this update is to better understand what options are available to FAX based on existing technologies and its expected budget.

Intuero Consulting is being brought in to provide FAX with expert knowledge and opinions to best navigate the range of potential CAD/AVL options. Its scope of work will provide FAX with an evaluation of its current system capabilities and a plan for making the necessary improvements. Intuero will also provide oversight on any upgrade or replacement performed to ensure the quality of the products and workmanship.

Proposals were solicited for this project on December 30, 2019, and advertised in both the Fresno Business Journal and digitally through Mass Transit Magazine. The Request for Proposals was distributed to seven prospective bidders and specifications were distributed to 22 potential bidders. Proposals were publicly opened on March 24, 2020. FAX received two proposals from responsive and responsible proposers. A five-person review panel determined Intuero Consulting, Inc., is most qualified based upon the vendor's extensive experience and in-depth qualifications within the transportation field. Intuero also has extensive experience in all elements of a CAD/AVL system design and project management including the integration and implementation of third-party software and hardware, as well as broad knowledge and workings of Federal Transportation Administration procurement processes, procedures, and regulations.

The City Attorney has reviewed the contract and approved as to form.

### **ENVIRONMENTAL FINDING**

This item is not a project for the purposes of the California Environmental Quality Act (CEQA) pursuant to CEQA guidelines section 15378.

### **LOCAL PREFERENCE**

Local preference was not considered as the federal funding source precludes local preference.

### **FISCAL IMPACT**

This item has no fiscal impact to the General Fund. The item is funded by the federal Public Transportation Modernization, Improvement, and Service Enhancement Account (PTMISEA) grant funds allocated for public transportation projects that protect the environment and public health, conserve energy, reduce congestion, and increase mobility and access.

#### Attachments:

Bid Evaluation 3645

Consultant Agreement