



Office of the City Manager

CONSENT CALENDAR
June 13, 2017

To: Honorable Mayor and Members of the City Council
From: Dee Williams-Ridley, City Manager
Submitted by: Savita Chaudhary, Director, Information Technology
Subject: Contract No. 8318A Amendment: RouteSmart Technologies, Inc. Software License Maintenance and Support

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 8318A with RouteSmart Technologies Inc. for software license maintenance and support of the RouteSmart software, increasing the amount of the current contract by \$56,743 for a total not to exceed \$210,743.00 from April 28, 2010 through June 30, 2020.

FISCAL IMPACTS OF RECOMMENDATION

Funds for this contract are allocated in the Department of Information Technology's Zero Waste Fund in FY 2018 through 2020. Funding for future fiscal years is subject to council approval of the proposed city-wide budget and annual appropriation ordinances.

\$8,652	FY 2018 Annual Support & Maintenance Budget Code: 820-2702-410-3047 (Zero Waste Fund, Information Technology, Software Maintenance)
\$30,000	FY 2018 Professional Services Budget Code: 820-2702-410-3038 (Zero Waste Fund, Information Technology, Professional Services)
\$38,652	FY 2018 Total: Support and Maintenance
\$8,912	FY 2019 Annual Support & Maintenance Budget Code: 820-2702-410-3047 (Zero Waste Fund, Information Technology, Software Maintenance)
\$8,912	FY 2019 Total: Support and Maintenance
\$9,179	FY 2020 Annual Support & Maintenance Budget Code: 820-2702-410-3047 (Zero Waste Fund, Information Technology, Software Maintenance)

\$9,179	FY 2020 Total: Support and Maintenance
\$38,652	FY 2018 Total: Support and Maintenance, Professional Services
\$8,912	FY 2019 Total: Support and Maintenance
\$9,179	FY 2020 Total: Support and Maintenance
\$56,743	FY 2018 through 2020 Total: Annual Support & Maintenance

The contract amendment has been entered into the City’s contract database and assigned Contract Management System No: AYZJC.

CURRENT SITUATION AND ITS EFFECTS

The Department of Public Works uses Routesmart to manage over 27,000 refuse, 20,000 green waste, and 5000 commercial recycling stops each month. Routesmart helps Zero Waste staff optimize the routes City trucks take and balance the routes for even distribution. This has led to better overall customer service including improved pickup times and less missed pickups throughout the City. The City seeks to extend its contract with Routesmart for another three years.

BACKGROUND

Before using the Routesmart software, Public works staff infrequently analyzed the efficiency and optimization of refuse routes, due mainly to the difficulty of using the FUND\$ Utility Billing (CX) module, originally designed as a water utility billing system, for refuse billing and account management. As a result, routes were improperly balanced, which led to unbalanced workload distribution, slow route completion times, and community complaints.

In 2009, the City issued a Request for Proposal (Specification No. 09-10440-C) for Route Optimization Software. A review panel comprised of Zero Waste, Information Technology and Finance/Customer Service staff selected Routesmart Technologies Inc. as the vendor most able to meet the City’s requirements. Council approved the City’s recommendation to enter into contract with Routesmart Technologies Inc.

In 2010, Routesmart Technologies Inc. successfully installed their software, provided configuration and integration services with the FUND\$ Utility Billing (CX) module, and provided training to Zero Waste division staff. Routesmart helped staff optimize the workload of 16 crews running at total of 80 routes per week. With efficiencies gained using the software’s optimization tools, Zero Waste consolidated its operations to eliminate 2 unnecessary routes in 2011 and another 2 unnecessary routes in 2012.

In 2014, Council approved a contract amendment with Routesmart Technologies Inc. to continue usage of the Routesmart software to optimize refuse, green waste, and recycling throughout the City.

RATIONALE FOR RECOMMENDATION

Routesmart software has improved pickup times, balanced workloads, and improved overall customer service. Moreover, Routesmart Technologies, Inc. has provided excellent support and consulting services as needed.

ENVIRONMENTAL SUSTAINABILITY

Routesmart software identifies the shortest, most efficient route possible for Zero WasteDivision trucks, which helps reduce the City's carbon footprint.

ALTERNATIVE ACTIONS CONSIDERED

The Division of Zero Waste considered hiring a consultant to maintain the Routesmart system. However, the cost of employing a consultant exceeds the cost of hiring Routesmart Technologies Inc. to provide support and maintenance and services when needed.

CONTACT PERSON

Savita Chaudhary, Director, Information Technology, 510-981-6541

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT AMENDMENT: CONTRACT NO. 8318A – ROUTESMART TECHNOLOGY INC. FOR ZERO WASTE ROUTE OPTIMIZATION SOFTWARE MAINTENANCE

WHEREAS, prior to the Routesmart Technologies software implementation, maintenance of Zero Waste (previously Solid Waste) routes was conducted via a very time-consuming, manual process; and

WHEREAS, in 2009, the City issued a Request for Proposal (Specification No. 09-10440-C) for Route Optimization Software, in an effort make the routing process more efficient; and

WHEREAS, a review panel including Zero Waste, Information Technology, and Finance staff performed a thorough evaluation of the proposals and determined that Routesmart Technologies could best meet the City's needs; and

WHEREAS, the Routesmart Technologies software has greatly reduced staff time required to maintain the routes, increased the efficiency of the pickup schedules, and led to improved customer satisfaction; and

WHEREAS, in 2009, Council approved \$109,000 to enter into contract with Routesmart Technologies Inc.; and

WHEREAS, in 2014, Council approved \$45,000 to extend Routesmart Technologies Inc. contract for professional services and maintenance; and

WHEREAS, funds are available in Budget Code: 820-2702-410-3047 (Zero Waste Refuse Fund), and the contract has been entered in the City's contract database and assigned CMS No. AYZJC.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend Contract No. 8318A with RouteSmart Technologies Inc. for software license maintenance and support of the RouteSmart software, increasing the amount of the current contract by \$56,743 for a total not to exceed \$210,743.00 from April 28, 2010 through June 30, 2020.