

July 19, 2022

C-5

HONORABLE MAYOR AND CITY COUNCIL

City of Long Beach

California

RECOMMENDATION:

Adopt Specifications No. RFP FS21-023 and award a contract to UR International, Inc., of Stafford, TX, for providing towing business operations software solutions, in the amount of \$181,700 for the implementation, with a 20 percent contingency in the amount of \$36,340, for a total implementation amount not to exceed \$218,040, plus an annual amount of \$87,973 for software maintenance and support, with a 20 percent contingency in the amount of \$17,594, for a total annual amount not to exceed \$105,568 for software maintenance and support, excluding the implementation costs, for a period of one year, with the option to renew for four additional one-year periods, at the discretion of the City Manager; and, authorize the City Manager, or designee, to execute all documents necessary to enter into the contract, including any necessary subsequent amendments. (Citywide)

DISCUSSION

City Council approval is requested to enter into a contract with UR International, Inc. (URI), to purchase a towing business operations management software system, including hardware, implementation support, user training, and ongoing support services. This software is a cloud-based system that is hosted on Microsoft's Azure Government Cloud platform. This new system will replace Tow Administrator, a software program that is more than 13 years old and lacks common features supported by modern software solutions.

The Request for Proposals (RFP) highlighted the need for connectivity with contracted vendors, the Police Department and other citation authorities, as well as the ability to create ad hoc and standard reports from the data collected. This system will be programmed to interface with iNovah, and potentially the California Department of Motor Vehicles. The base system will be configured for the main functions of the Towing division: dispatch, tows completed, storage of vehicles, and lien sale auctions. Conversion of five years of existing data from Tow Administrator is planned in the implementation phase. The project installation, testing and training timeline is estimated to take ten weeks.

Members of the Selection Committee travelled to Milwaukee, Wisconsin, to observe the software system in a functional environment. The City of Milwaukee was selected because their towing operation most closely mirrored the business model of the City of Long Beach (City). The Selection Committee was able to observe, in real time, the increase in operational efficiency with the software's capability. From the moment a tow is initiated, the dispatcher can assign a driver, based on either rotation or location, for

faster response times. Drivers can take photos and record video of the vehicle's condition and each file attaches directly to the invoice. This will help Customer Service Representatives better handle customer questions regarding an impounded vehicle, resulting in faster vehicle release times. The Selection Committee was also able to see demonstrations on the data that can be collected and the customizable reports available to keep current with Key Performance Indicators.

The RFP was advertised in the Long Beach Press-Telegram on January 16, 2021, and 29 potential proposers specializing in database software programs were notified of the RFP opportunity. Of those proposers, 28 downloaded the RFP via the City's electronic bid system. The RFP document was made available from the Purchasing Division, located on the 6th floor of City Hall, and the Division's website at www.longbeach.gov/purchasing. An RFP announcement was also included in the Purchasing Division's weekly update of Open Bid Opportunities, which is sent to 38 local, minority-owned, and women-owned business groups. There were three proposals received on March 11, 2021. Of those three proposers, one was a Minority-owned Business Enterprise (MBE), one was a Women-owned Business Enterprise (WBE), and none were certified Small Business Enterprises (SBEs) or Long Beach vendors (Local). The selection committee determined that UR International, Inc., of Stafford, TX (MBE), was the most qualified firm to provide the services.

The Technology and Innovation Department recommended moving to a Cloud-hosted platform for the towing and lien sale operations of the City to ensure that the data associated with more than 14,500 transactions recorded every year is readily accessible and safely stored. URI was the only vendor offering this option in their proposal.

Local Business Outreach

To align with the City's outreach goal, Long Beach businesses are encouraged to submit proposals for City contracts. The Purchasing Division also assists businesses with registering on the PlanetBids database to download RFP specifications. Through outreach, 39 Long Beach vendors were notified to submit proposals, of which none downloaded or submitted a proposal. The Purchasing Division is committed to continuing to perform outreach to local vendors to expand the bidder pool.

This matter was reviewed by Deputy City Attorney Anita Lakhani on June 24, 2022, Purchasing Agent Michelle Wilson on June 17, 2022, and by Revenue Management Officer Geraldine Alejo on June 27, 2022.

TIMING CONSIDERATIONS

City Council action to adopt Specifications No. RFP FS21-023 and award a contract concurrently is requested on July 19, 2022, to ensure the contract is in place expeditiously.

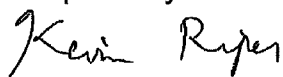
FISCAL IMPACT

The one-time implementation fee for the new software program will not exceed \$218,040, including a 20 percent contingency. Following implementation, software maintenance and support costs will begin in FY 23 in an annual amount not to exceed \$105,568, which includes a 20 percent contingency. One-time and annual maintenance and support costs are budgeted in the Towing Fund Group in the Financial Management Department. Costs are funded with fee revenue collected from towing services. No fee increase is associated with this recommendation. This recommendation has no staffing impact beyond the normal budgeted scope of duties and is consistent with existing City Council priorities. There is no local job impact associated with this recommendation.

SUGGESTED ACTION:

Approve recommendation.

Respectfully submitted,



KEVIN RIPER
DIRECTOR OF FINANCIAL MANAGEMENT

APPROVED:



THOMAS B. MODICA
CITY MANAGER