

Legislation Text

File #: 15-14940, Version: 1

CATS Mobile Ticketing Application

Action:

- A. Authorize the City Manager to negotiate contracts with Dallas Area Rapid Transit and Unwire for the provision, implementation, and maintenance of a CATS Mobile Ticketing Application for an initial term of three years,**
- B. Authorize the City Manager to renew the contracts for up to two, one-year terms with possible price adjustments and to amend the contracts consistent with the purpose for which the contracts were approved, and**
- C. Authorize the City Manager to purchase such additional software licenses, services, hardware, maintenance, and support as required to maintain the system for as long as the city uses the system.**

Staff Resource(s):

John Lewis, CATS
Krystal Green, CATS
Reenie Askew, Innovation and Technology

Explanation

- The Charlotte Area Transit System (CATS) initiated a pilot program for development and implementation of a Mobile Ticket Sales Application.
- CATS is now seeking a comprehensive Mobile Ticketing Application to support enhanced functionality, including robust trip planning; account and purchasing management; support for discounts, fare capping, and ticket promotions; and enhanced user interfaces that provide an intuitive, secure, and reliable experience for customers.
- The application is designed to comply with all current web content accessibility guidelines for disabled patrons.
- Additionally, the application can be configured to translate into Spanish, Mandarin, French, Korean, Russian, Hindi, Urdu, and Arabic.
- On June 12, 2020, the city issued a Request for Proposals (RFP); five responses were received.
- Dallas Area Rapid Transit submitted a proposal jointly with Unwire to provide the GoPass Mobile Application Solution.
- Dallas Area Rapid Transit and Unwire best meet the city's needs in terms of qualifications, experience, cost, and responsiveness to RFP requirements.
- Total annual expenditures are estimated to be \$144,000.
- A one-time implementation cost and additional services are estimated not to exceed \$130,000 in capital expenditures.

Disadvantaged Business Enterprise (DBE)

No goals shall be established on Contracts where: (a) there are no subcontracting opportunities identified for the Contract; or (b) there are no DBEs certified to perform the scopes of work that the city regards as realistic opportunities for subcontracting.

This contract meets the provisions of (a) - No subcontracting opportunities.

Fiscal Note

Funding: CATS Operating Budget and CATS Capital Investment Plan