



Land Use, Housing & Air Quality Committee

June 4, 2007

EcoInteractive I-PLACE³S Maintenance Contract

Issue: Should SACOG contract with EcoInteractive, Inc. to maintain the computer support for the I-PLACE³S planning model for the FY 2007-2008 period?

Recommendation: That the Land Use, Housing & Air Quality Committee recommend that the Board authorize the Executive Director to execute a sole-source contract with EcoInteractive, Inc. for maintenance of the I-PLACE³S planning model in the amount of \$100,000.

Discussion: The I-PLACE³S planning model was instrumental in the Blueprint Project from 2002 to 2004, in the development of the Metropolitan Transportation Plan land use allocations, and continues to be important in the Blueprint implementation efforts at SACOG and several member agencies. I-PLACE³S enables the interactive dialogue in the public workshops which provide participants with quantitative results of their scenarios. SACOG staff and member agencies also use it to develop land use scenarios that feed into travel and air quality modeling. EcoInteractive, Inc. is the contractor that has developed the web-based version of the PLACE³S program, called I-PLACE³S, and has continued to provide the computing and user support services.

In order to continue with this program in the most cost-effective method staff recommends that a sole-source contract be executed with EcoInteractive, Inc. The draft scope of work includes maintenance of the program and technical support for SACOG and member agencies who also use the program.

A 12-month contract from July 1, 2007 to June 30, 2008 is proposed. The scope of work is attached. Sufficient funds for the contract are included in the FY 2007-08 SACOG Budget for Blueprint Implementation.

Approved by:

Mike McKeever
Executive Director

MM:KL:ts
Attachment

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EXHIBIT “A”

Scope of Work

I-PLACE³S Maintenance Program

EcoInteractive will provide the I-PLACE³S software solution as a service over the Internet. This project will include:

- Providing I-PLACE³S “software as a service” over the Internet from July 1, 2007 through June 30, 2008 to SACOG including technical support, maintenance, ASP hosting, and technical support as described below. This scope of work is for services only (no deliverables).
- Providing access to I-PLACE³S Software as a service for use by SACOG and their member and partner agencies.
- Supporting after hours support for up to ten I-PLACE³S workshops during the 12-month period (July 1, 2007 through June 30, 2008). Workshops will be scheduled with EcoInteractive, Inc. 4 weeks in advance.
- Providing access to the SACOG travel model module for up to 3 concurrent model runs
- If maintenance fees are not renewed at the end of this contract period, EcoInteractive will remove SACOG (including SACOG and member and partner agencies) projects and access to I-PLACE³S at the end of the contract period

SACOG responsibilities include:

- Own and be responsible for the quality of the planning data at all times
- Be responsible for the upload of the planning data
- Be responsible for authorizing access to the I-PLACE³S system for their staff and member and partner agencies
- Provide a key point of contact to act as the interface between EcoInteractive and SACOG
- Assume the role of QA/QC coordinators for their client’s planning data
- Provide all GIS map data (and any licenses required), which EcoInteractive will use for all I-PLACE³S applications
- Identify in writing any confidential information or data.
- Provide licenses for Citilabs software for the travel model feature

EcoInteractive, Inc. shall:

- Provide a 24-hour emergency contact number

- Not use or release SACOG data without written approval from the SACOG project manager
- Notify SACOG before implementing I-PLACE³S upgrades and new releases during the contract period
- Implement reasonable practices to help ensure the integrity of SACOG information, including: measures to help protect SACOG information from unauthorized access, modification, destruction, or disclosure and measures to help ensure the physical security of those resources

The package of I-PLACE³S services will include:

A. Provide ASP hosting environment

- Provide high quality bandwidth and network capacity
- Provide near 24x7 access
- Provide co-location facility and infrastructure for ASP hosting environment
- Provide up to one Terabyte of storage

B. Provide all hardware and software for the I-PLACE³S “server farm” in the ASP hosting environment

- Database server(s)
- Application server(s)
- Authentication server(s)
- Internet map server(s)
- Firewall
- Intrusion detection system
- Failover servers
- Network Infrastructure
- Database software
- GIS software
- NOTE: Specialized infrastructure will be provided to meet SACOG’s current needs for the travel module (see item E)

C. Provide appropriate staffing capability to support I-PLACE³S and maintain the application, ASP hosting environment, and services for software modification including:

- Database Administrator functions
- GIS Administrator functions
- Network Administrator functions
- Internet Application Support functions
- Security Administrator functions
- Helpdesk functions
- User business process analysis

D. Provide maintenance support for the I-PLACE³S software:

- Support to fix software errors
- Support software for programming changes required to work with new operating system and database software
- Includes appropriate software and hardware updates
- Does not include software enhancements or new functionality

E. Provide specialized infrastructure to meet SACOG's current needs for the travel module

- Provide ability for up to three concurrent model runs

F. Provide up to 210 hours annually for technical support such as:

- Provide help desk support via placeshelp@ecointeractive.com, Monday through Friday from 8:00 -5:00 PM
 - Provide quick turnaround feedback to users questions, including technical analysis of datasets
 - Provide quick turnaround to resolve software issues
- Provide training support which may include:
 - Modifications to the on-line I-PLACE³S tutorial
- Identify and implement customizations for I-PLACE³S which may include:
 - Modifications to existing reports or screens
 - Addition of new reports
 - Valid value changes or Addition of new fields
 - Customize data exchange processes as needed to report data to other databases
 - Customization of travel model features
- Support for data issues, which may include:
 - Technical assistance for data issues
 - Modifications of on-line tools
 - Technical evaluation of data needs

G. Provide up to 40 hours of “after hours” maintenance support for I-PLACE³S for public workshops:

- EcoInteractive staff will be available via the helpdesk and phone during public workshops with the expectation of up to 4 hours of monitoring and support required per workshop (up to 10 workshops over the 12 month period and scheduled four weeks in advance)
- EcoInteractive will monitor the software performance and communicate with client workshop leaders to resolve any technical issues or questions

Cost

Itemized costs for 12-months of I-PLACE3S software services are detailed below. As shown below EcoInteractive is offering SACOG an approximately 20% discount for an annual package of services.

Description	Cost
<p>Provide and support I-PLACE3S software as a service</p> <p>A. Provide ASP hosting environment.</p> <p>B. Provide all hardware and software for the I-PLACE³S “server farm” in the ASP hosting environment.</p> <p>C. Provide appropriate staffing capability to support I-PLACE³S and maintain the application, ASP hosting environment, and services for software modification.</p> <p>D. Provide maintenance support for the I-PLACE³S software.</p>	\$75,000
<p>Provide infrastructure for travel model</p> <p>E. Provide specialized infrastructure to meet SACOG’s current needs for the travel module for up to three concurrent model runs.</p>	\$13,000
<p>Provide technical support</p> <p>G. Provide up to 210 hours annually for technical support such as:</p> <ul style="list-style-type: none"> ▪ help desk ▪ training support ▪ customizations of I-PLACE³S ▪ data issues 	\$28,350
<p>Provide after hours support for workshops</p> <p>G. Provide up to 4 hours of overtime support for 10 workshops.</p>	\$8,100
Total Itemized Price	\$124,450
Discounted Package Pricing Fixed fee of \$8,333 billed monthly	\$100,000