



## SACOG Board of Directors

Item #08-5-16  
Consent

May 22, 2008

### **EcoInteractive I-PLACE<sup>3</sup>S Maintenance Contract**

**Issue:** Should SACOG contract with EcoInteractive, Inc. to maintain computer support for the I-PLACE<sup>3</sup>S planning model for the FY 2008-2009 period?

**Recommendation:** The Land Use & Housing Committee recommends that the Board authorize the Executive Director to execute a sole-source contract with EcoInteractive, Inc. for maintenance of the I-PLACE<sup>3</sup>S planning model in the amount of \$103,500.

**Committee Action/Discussion:** The I-PLACE<sup>3</sup>S 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 and partner agencies. I-PLACE<sup>3</sup>S 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. In FY 2008, I-PLACE<sup>3</sup>S will also be used as the primary modeling platform for the Rural Urban Connections Strategy project. EcoInteractive, Inc. is the contractor that has developed the web-based version of the PLACE<sup>3</sup>S program, called I-PLACE<sup>3</sup>S, 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, 2008 to June 30, 2009 is proposed. The scope of work is attached. Sufficient funds for the contract are included in the FY 2008-09 SACOG Budget for Model Development.

Approved by:

Mike McKeever  
Executive Director

MM:KL:ts

Attachment

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**EXHIBIT “A”**

**Scope of Work**

**I-PLACE<sup>3</sup>S Maintenance Program**

EcoInteractive will provide the I-PLACE<sup>3</sup>S software solution via software as a service over the Internet. This project will include:

- Providing I-PLACE<sup>3</sup>S “software as a service” over the Internet from July 1, 2008 through June 30, 2009 to SACOG including technical support, and SaaS as described below. This scope of work is for services only (no deliverables).
- Providing access to I-PLACE<sup>3</sup>S Software as a service for use by SACOG and their member agencies.
- Supporting after hours support for up to ten I-PLACE<sup>3</sup>S workshops during the 12-month period (July 1, 2008 through June 30, 2009). 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 agencies) projects and access to I-PLACE<sup>3</sup>S 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-PLACE<sup>3</sup>S 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-PLACE<sup>3</sup>S 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-PLACE<sup>3</sup>S 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-PLACE<sup>3</sup>S services will include:**

**A. Provide access to SaaS infrastructure in co-location facility including monitoring, and secured data storage for up to 1 Terabyte of data:**

- Provide high quality bandwidth and network capacity
- Provide near 24x7 access

**B. Provide access to all hardware and software for the SaaS environment for the I-PLACE<sup>3</sup>S application including:**

- 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-PLACE<sup>3</sup>S SaaS environment 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-PLACE<sup>3</sup>S 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](mailto: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-PLACE<sup>3</sup>S tutorial
- Identify and implement customizations for I-PLACE<sup>3</sup>S 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-PLACE<sup>3</sup>S 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><b>Provide and support I-PLACE3S software as a service</b></p> <p>A. Provide ASP hosting environment.</p> <p>B. Provide all hardware and software for the I-PLACE<sup>3</sup>S “server farm” in the ASP hosting environment.</p> <p>C. Provide appropriate staffing capability to support I-PLACE<sup>3</sup>S and maintain the application, ASP hosting environment, and services for software modification.</p> <p>D. Provide maintenance support for the I-PLACE<sup>3</sup>S software.</p>	\$ 77,625.00
<p><b>Provide infrastructure for travel model</b></p> <p>E. Provide specialized infrastructure to meet SACOG’s current needs for the travel module for up to three concurrent model runs</p>	\$ 13,455.00
<p><b>Provide technical support</b></p> <p>G. Provide up to 210 hours annually for technical support such as:</p> <ul style="list-style-type: none"> <li>▪ help desk</li> <li>▪ training support</li> <li>▪ customizations of I-PLACE<sup>3</sup>S</li> <li>▪ data issues</li> </ul>	\$ 29,342.25
<p><b>Provide after hours support for workshops</b></p> <p>G. Provide up to 4 hours of overtime support for 10 workshops</p>	\$ 8,383.50
<b>Total Itemized Price</b>	\$128,805.75
<b>Discounted Package Pricing</b> Fixed fee of \$8,625 billed monthly	\$103,500.00