



CITY OF ALBUQUERQUE
Albuquerque, New Mexico
Office of the Mayor

EC-19-431

Mayor Timothy M. Keller

INTER-OFFICE MEMORANDUM

April 18, 2019

TO: Klarissa J. Peña, President, City Council

FROM: Timothy M. Keller, Mayor

SUBJECT: Approval of Supplement to Pixegon, Inc. Professional/Technical Contract

The City of Albuquerque currently supports and uses multiple transit smartphone apps: ABQRide, ABQRide+, and ABQRideTix. The City of Albuquerque needs to replace the three applications with one Transit Mobile Application. This new app will combine the best assets from the three existing apps into one hybrid app. Additionally, new features are to be designed to improve the user interface including critical updates for sight-challenged passengers and different language options for non-English speakers.

To complete the Transit Mobile Application, the Transit Department is seeking City Council approval of a Supplemental Agreement with Pixegon, Inc. in the amount of \$72,815.63. This procurement is authorized under Section 5-5-20(N) of the Public Purchases Ordinance, which authorizes purchases of ancillary services to match software in use. The Supplemental Agreement is attached for City Council review.

Legislation Title: Approval of Supplement to Pixegon, Inc. Professional/Technical Contract

Approved:

SN 6/10/19

Sarita Nair Date
Chief Administrative Officer

Approved as to Legal Form:

EA Aguilar, Jr. 5-22-2019

Esteban A. Aguilar, Jr. Date
City Attorney

AL

Recommended:

B. Toon 4/22/19

Bernard Toon, Director Date
Transit Department

Cover Analysis

1. What is it?

A Supplement Agreement with Pixegon, Inc. for the development of the ABQ RIDE + App. 2.0 Transit Mobile Application.

2. What will this piece of legislation do?

This legislation authorizes the Administration to sign a supplemental agreement with Pixegon, Inc. to complete the development of the ABQ RIDE+ App. 2.0 Transit Mobile Application.

3. Why is this project needed?

The City of Albuquerque currently supports and uses multiple transit smartphone apps: ABQRide, ABQRide+, and ABQRideTix. This new app will combine the best assets from the three existing apps into one hybrid app. The same developer who created the ABQ RIDE+ app is creating the new enhanced app. New features will improve the user interface, such as critical updates for our sight-challenged passengers and different languages for non-English speakers. Combining the most useful features into one comprehensive app will streamline and simplify route, schedule and ticketing information for all riders. The money saved by replacing the old mobile ticketing app will be used to maintain and enhance the new, consolidated app.

Additionally, the new and improved app will provide data on ridership demographics and usage analytics. These functions will allow ABQ Ride to remain on the cutting edge of transit app technology while efficiently delivering information to our riders

4. How much will it cost and what is the funding source?

The Supplemental Agreement is for \$72,815.63. The funding source is the Transit Operating Fund 661.

5. Is there a revenue source associated with this Plan? If so, what level of income is projected?

None.

FISCAL IMPACT ANALYSIS

TITLE: Approval of Supplement to Pixegon, Inc. Professional/Technical Contract R: O:
 FUND: 661
 DEPT: Transit

- No measurable fiscal impact is anticipated, i.e., no impact on fund balance over and above existing appropriations.
- (If Applicable) The estimated fiscal impact (defined as impact over and above existing appropriations) of this legislation is as follows:

	2019	Fiscal Years 2020	2021	Total
Base Salary/Wages				-
Fringe Benefits at	-	-	-	-
Subtotal Personnel	-	-	-	-
Operating Expenses				-
Property	-	-	-	-
Indirect Costs	-	-	-	-
Total Expenses	\$ -	\$ -	\$ -	\$ -
<input checked="" type="checkbox"/> Estimated revenues not affected				
<input type="checkbox"/> Estimated revenue impact				
Revenue from program				0
Amount of Grant		-	-	
City Cash Match				
City Inkind Match				
City IDOH				
Total Revenue	\$ -	\$ -	\$ -	\$ -

These estimates do not include any adjustment for inflation.

* Range if not easily quantifiable.

Number of Positions created

COMMENTS: The funding source will be the Transit Operating Fund 661


COMMENTS ON NON-MONETARY IMPACTS TO COMMUNITY/CITY GOVERNMENT:

This will allow the Transit Department to develop a Transit Mobile Application which will provide the necessary data to inform critical ridership demographics and usage analyses. These functions will allow ABQ Ride to remain on the cutting edge of transit app technology while delivering efficiency and useful information to our riders.

PREPARED BY:


 FISCAL ANALYST


APPROVED:

 4/22/19
 DIRECTOR (date)

REVIEWED BY:


 EXECUTIVE BUDGET ANALYST

 5/14/19
 BUDGET OFFICER (date)

 5/15/19
 CITY ECONOMIST

FIRST SUPPLEMENTAL AGREEMENT

THIS FIRST SUPPLEMENTAL AGREEMENT is made and entered into this ____ day of _____, _____ by and between the City of Albuquerque, New Mexico, a municipal corporation (hereinafter referred to as the "City"), and Pixegon, Inc., a New Mexico Corporation, P.O. Box 65372, Albuquerque, New Mexico, 87193 (hereinafter referred to as the "Contractor").

RECITALS

WHEREAS, the City and Contractor entered into an Agreement, dated October 26, 2018, hereinafter referred to as the "Original Agreement", whereby the Contractor agreed to render certain professional services to the City, and

WHEREAS, the Contractor developed the ABQ RIDE+ APP 2.0 Transit Mobile Application for the Albuquerque Rapid Transit Project; and

WHEREAS, the City currently supports and uses multiple transit smartphone apps: ABQRide, ABQRide+, and ABQRideTix; and

WHEREAS, the City is needing to replace the three applications with one Transit Mobile Application; and

WHEREAS, this new app will combine the best assets from the three existing apps into one hybrid app and include new features to improve the user interface, updates for sight challenged passengers and translation for users who speak languages other than English; and

WHEREAS, the City is authorized to procure the additional related services under Section 5-5-20(N) of the Public Purchases Ordinance, which authorizes purchases of ancillary services to match software in use; and

WHEREAS, the additional Services shall also require an increase in compensation and an extension of the term; and

WHEREAS, the Contractor is agreeable to the changes.

NOW THEREFORE, in consideration of the premises and mutual obligations herein, the parties hereto do mutually agree as follows:

1. Section 1 Scope of Services of the Original Agreement is hereby amended to read as follows:

Scope of Services. Provide professional services for the development and Application Support of the ABQ RIDE+ APP 2.0 Transit Mobile Application for the Albuquerque Rapid Transit Project, as set forth in

Exhibit A attached hereto and incorporated herein. Provide additional professional services the development and Application Support of the ABQ RIDE+ APP 2.0 Transit Mobile Application for the Albuquerque Rapid Transit Project, as set forth in Exhibit A-1 attached hereto and incorporated herein.

2. Section 2 Time of Performance of the Original Agreement is hereby amended to read as follows:

Time of Performance. Services of the Contractor shall commence upon execution of this Agreement, and shall be undertaken and completed in such sequence as to assure their expeditious completion in light of the purposes of this Agreement; provided, however, that in any event, all of the Services required hereunder shall be completed June 30, 2020.

3. Section 3 Compensation of the Original Agreement is hereby amended to read as follows:

A. **Compensation.** For performing the Services specified in Section 1 hereof; the City agrees to pay the Contractor up to the amount of One Hundred Thirty Six Thousand Nine Hundred Forty and 63/100 Dollars (\$136,940.63), which includes any applicable gross receipts taxes and which amount shall constitute full and complete compensation for the Contractor's Services under this Agreement, including all expenditures made and expenses incurred by the Contractor in performing the Services.

4. Except as herein expressly amended, the terms and conditions of the Original Agreement shall remain unchanged and shall continue in full force and effect unless there is a conflict between the terms and conditions of the Original Agreement and this First Supplemental Agreement, in which event, the terms and conditions of the First Supplemental Agreement shall control.

5. This Agreement shall not become binding upon the City until approved by the highest approval of authority of the City required under this Agreement.

IN WITNESS WHEREOF, the City and the Contractor have executed this First Supplemental Agreement as of the date first above written.

CITY OF ALBUQUERQUE

CONTRACTOR

Approved by:

Pixegon, Inc.

Sarita Nair,
Chief Administrative Officer

By: _____
Title:

Date: _____

Date: _____

Recommended by:

Bernard Toon
Transit Director

Date: _____

B. Jesse Muñiz, MBA
Chief Procurement Officer

Date: _____

Attachment A- Scope of Work

ABQ Ride - Support Estimates	
Total Cost @ \$150.00/hour (NMGRT to be added)	\$67,500.00
Total Hours	450
	Hours Estimate
Accessibility App support	110
Ongoing updates to support visually impaired users	
Language aware audio callouts for all visual elements.	
Maintain string.xml files containing audio callout information for localized translation	
Bilingual App support	110
Export of all application strings for translation	
Maintain database of all text and all languages	
Provide initial support for Spanish	
Provide additional language support on as-needed basis	
Periodic updates to languages (Spanish, english, etc...) Translate application into Spanish, cause the app to be sensitive to the default language of the device, and switch automatically with the option to choose	
More Screen Link Support	50
Create dynamic ability to be able to add additional web links from an admin perspective.	
Add server side api for creating and delivering links	
Server Side Support	100
Ongoing server hosting + support. Maintain relationship with hosting company to ensure all updates and upgrades are implemented and compatible with existing applications.	
Monitoring of uptime of the application. Monitor performance provided by the hosting company and document same for enforcement of any appropriate remedies for violation; provide notification to users of any gaps in service attributable to hosting company	
API for routes, busses, schedule, busstop metadata	
AWS Infrastructure (AWS, EC2, Elastic Beanstock)	
Periodic database backups	
Ongoing support for data management	
Search support	
News & Events System	80
API Infrastructure	
event aggregate system to setup ability to display events	
Misc (apply to the above)	
Event curation / management	
Admin Panel For Event Data	
Periodic app updates to ensure apps aren't stale for a full year	
Rollout of additional features to ensure the application stays relevant and not stale. Continue to monitor state of the industry and provide options to the customer related to expansion or alteration of the application, to include use of beacons, geocoded couponing,	

Periodic updates submitted to the App Stores. Manage the update process through the smart phone app stores and download sites to ensure easy access by the City's riding public

**Original Scope of Work*

ABQ Ride+ App 2.0 Estimates	
Total Cost @ \$150.00/hour (NMGRT to be added)	\$60,000.00
Total Hours	400
	Hours Estimate
Onboarding Screens	15
app launch and initialization infrastructure setup	
3-4 screens	
design implementation / auto layout	
UI Overhaul	40
Search Screen updates	60
Search: takes user to search screen on tap/focus	
Live bus listing: left nav item or button w/ custom icon, nav to live bus list screen	
Favorites: right nav item or button w/ custom icon, nav to favorites	
Live bus routes: labels to display current live bus routes selected read from json file - kml	
show current gps location	
Bus Icon: show location of a bus on selected routes	
show bus from live selected route data (route.json)	
logic to pull, refresh, and store route information	
logic to save selected routes	
If user moves from pin center screen	
Location button: center on tap	
Trip home: a dynamic button that changes depending on if the user is near to there define locations of home or work	
LIVE ROUTES	20
1. Live routes selection, user can select up to three (3) available live bus routes to show on the main map	
user can select up to three available live bus routes to show on the main map	
2. Route Colors, come from ABQ Transit server	
3. Nav to main	
4. Checkboxes for selection routes	
5. Data persistence	
LIVE BUS INFO	20
bus info tool top to show bus information	
centers the screen on the bus selected, tooltip show follow the buses coordinates on the map if it moves	
updating map and bus location	
ROUTE INFO	40

Routes Tab, get detailed information about a bus route	
Schedule selection, the user can select the part of the week to get bus information	
Bus routes, list of color coded bus routes with numbers and names	
Route detail screen, shows the selected route departure times for bus stops along the bus route	
A user can select the desired direction of the route	
Favorites Screen	16
The user can see a list of favorite locations and bus stops for quick selection for search and map highlighting	
Ability to delete a favorite	
Selecting a list item will take the user to a zoomed pin of the location and bring up the info pane for the location.	
Persist data	
Feedback	2
rate app	2
Busstop Popup Information	40
shows all busses that stop at this stop	
needs all bus info on the route	
Busstop detail: title, all departures, shows all the departers at that stop with the selected route	
all routes: this button shows if a stop has multiple routes that are serviced show all departure times	
full depature details, shows all of the depatures and of all the routes serviced at this selected location	
reminder, user can set a reminder alarm when they press on a departure time	
Search updates	60
Search bar: user can search for terms, bus stops, shops, places or a specific address	
home - quick link to set the start location	
quick links	
dynamic results as you type	
new search UI	
Location Info popup / sheet	20
show location pin	
add / remove favorites the location selected from map	
Direction button: Starts the trip planning screen to find steps of how to get to the location using ABQ transit.	
Trip Plan w/ Destination	40
Trip Planner defaults to the start the trip from the current location and ending at the selected location of the previous screen	

Swap button - swaps the location fields of to and from.	
Departure button - The user can set the desired arrival or departure time of the trip	
Pace Bikes Toggle - Toggle ending trips with Pace Bike Locations	
Trip Plan - Pulled from Google's direction services to get necessary buses and stops to arrive at the requested destination	
Time estimate for time of travel	
Auto updated Route Info - If the user changes the start, end or swaps directions, the flow should update with new direction info	
The user can select the time when they wish to depart the start location, changing between now, depart / arrival in item picker displaying times	
Trip Directions Screen	15
UI updates: Explains the steps needed to get to the desired location through walking, buses, and departure times.	
Stop Info Actionsheet	10
An actions sheet that shows different times for a reminder timer to go off. Reminder is based on the departure selected.	