



**CITY OF HOUSTON - CITY COUNCIL**

Meeting Date:

ALL

Item Creation Date: 9/16/2016

Q25807 - APP to Dispatch Permitted Vehicles for Hire Including Taxicabs and Limousines  
-ORDINANCE

Agenda Item#:

**Background:**

**Request for Qualifications Received for S30-Q25807 - Approve an ordinance awarding a contract to ARRO, Inc. for an APP to Dispatch Permitted Vehicles for Hire Including Taxicabs and Limousines for the City of Houston.**

**Specific Explanation**

The Director of the Administration and Regulatory Affairs Department and the Chief Procurement Officer recommend that City Council approve an ordinance awarding a **three year contract, with two one-year options**, to **ARRO, Inc.** for an APP to Dispatch Permitted Vehicles for Hire Including Taxicabs and Limousines for the City of Houston.

The scope of work requires the contractor to provide all required supervision, labor and equipment necessary to provide a mobile app which electronically dispatches permitted vehicles-for-hire. The app will provide residents and visitors to Houston with a single, easy-to-use point of contact to request taxi, limousine and other permitted vehicles-for-hire in Houston. The implementation of the app will be completed in phases, with a "soft launch" period that will begin upon City Council approval of the app contract. In the first phase, functionality exists only for taxicabs. As in-vehicle equipment is replaced by driver-owned mobile devices, in late October, other industries (limousines, jitneys, etc.) may opt to offer their services on the app as well. Integrations with METRO (particularly for first mile/last mile services and trip planning) and the Super Bowl LI app are planned that will provide for additional functionality for the app, as well as increasing mobility options for Houstonians and visitors to Houston.

This Request for Qualifications (RFQ) was advertised in accordance with the requirements of the State of Texas bid laws. Seventy prospective requestors downloaded the document from SPD's e-bidding website, and as a result, qualifications were received from ARRO, Inc., VeriFone, Inc., PocketCab LLC., Taxiasap LLC., Resmann, LLC., Karhoo USA, Inc., and USTAD. The evaluation committee was comprised of seven evaluators from the Administration and Regulatory Affairs Department, the Houston Airport System and the Mayor's Office. The request for qualifications were evaluated based upon the following criteria:

- Responsiveness to Proposal
- Technical Competence
- Adoption and User Rates
- Financial Capacity
- Qualifications of Firm by Relevant Projects and Past Performances


Arro, Inc. was deemed the best respondent.

**M/WBE Participation**

M/WBE Zero-Percent Goal Document approved by the Office of Business Opportunity.

**Pay or Play Program**

The proposed contract requires compliance with the City's "Pay or Play" ordinance regarding health benefits for employees of City contractors. In this case, the contractor will provide health benefits to covered employees and will pay into the Contractor Responsibility Fund for non-covered employees in compliance with City policy.

  
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John J. Gillespie, Chief Procurement Officer  
Finance/Strategic Procurement Division

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Department Approval Authority Signature

**Amount of Funding:**

No Funding Required

**Contact Information:**

Laura Cottingham - 832.393.8503

Richard Morris, SPD - 832.393.8736

**ATTACHMENTS:**

**Description**

Form A

MWBE Zero Goal Approval

Pay or Play 1

Pay or Play 2

Form 1295

Form B

Tax Report

**Type**

Signed Cover sheet

Signed Cover sheet

Signed Cover sheet

Signed Cover sheet

Signed Cover sheet

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