



ERIE COUNTY WATER AUTHORITY

INTEROFFICE MEMORANDUM

February 24, 2021

To: Terrence D. McCracken, Secretary to the Authority

From: Michael J. Quinn, Senior Distribution Engineer

A handwritten signature in dark ink, appearing to read "MJQ", is written over the name "Michael J. Quinn".

Subject: Request for Information (RFI)
Dig Safely NY Ticket Management System
ECWA Project No. 202000076

On December 3, 2020, a Request for Information (RFI) for the procurement of a new Dig Safely NY Ticket Management System was distributed to four firms as follows:

Company Name & Address
Irth Solutions, LLC 5009 Horizons Drive Columbus, OH 43220
USIC 9045 North River Road Suite 300 Indianapolis, IN 46240
Korterra 18946 Lake Drive Chanhassen, MN 55317
Boss Solutions 350 Research Court, Suite 110 Norcross, GA 30092

Completed responses were received from three of these firms, Irth Solutions, Korterra and Boss Solutions each of which was reviewed by a small committee of staff from the UFPO and Dispatch Departments. The review included an evaluation of the functionality, ease of use, company background and system maintenance and support. After review, the committee selected Irth Solutions as the preferred software package. The Irth Solutions platform provides the best blend of functionality, integration and support of all of the systems evaluated. More importantly the Irth Solutions platform has generally been in use since August 2006 when the Erie County Water Authority entered into an agreement with Bytronics, Inc. to use DigTrack software for our automated online Dig Safely NY (811) UFPO ticket management system (Contract BI-001, Project No. 200600293). In 2017, Irth Solutions acquired Bytronics, Inc. along with the DigTrack software.

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A review of the pricing for each of the software packages suggests that the Irth Solutions Platform was slightly more expensive (\$2,000) than the others. The total cost for a three-year period is \$39,500. Boss Solutions included an initial 8 hours of training with their base cost and a fee of \$150/HR for additional training. Approximately 12 employees (Dispatchers, UFPO, Dutymen, Clerical and Supervisors) need to be familiar with this software and all employees could not be covered under the initial 8 hours of training due to schedule conflicts. Employees that work the evening shift and overnight would have to be brought in during the day shift to complete the training, which would result in overtime and additional fee for training. The committee feels that not only is the difference in cost offset by the familiarity with the product, the marginal cost difference of \$2,000 would be quickly overcome by additional fee spent on training and overtime.

Funds for the software are available under Unit 2020 UFPO, Item 19 Payments to Contractors-Other for 2021 with each additional year funds budgeted under the same item.

UFPO Department will move forward on negotiations with Irth Solutions, LLC to procure the software package.

MJQ:JJK:jmf

cc: R.Stoll

L.Kowalski

J.Kuryak

J.Catanzaro

L.Lester

ECWA-220-2001-X-16