



# Robotic Process Automation (RPA) Software

Presented to: Organizational, Services, & Performance  
Monitoring Committee

December 3, 2024

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# Justification

GCRTA has relied solely on functional users to record, maintain, and perform functional testing of business process (scripts) added to their regular duties.

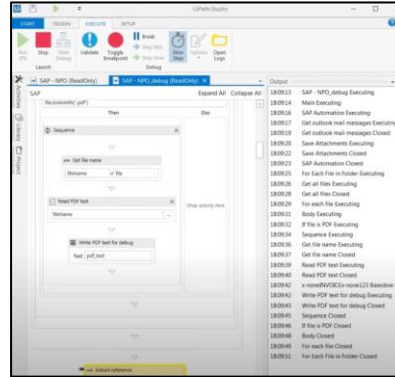
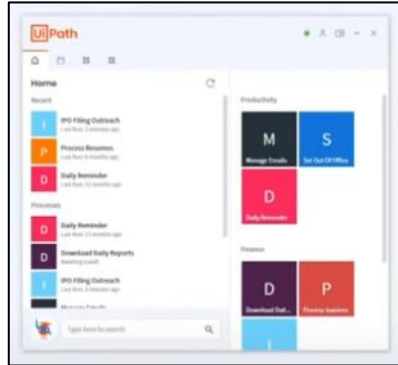
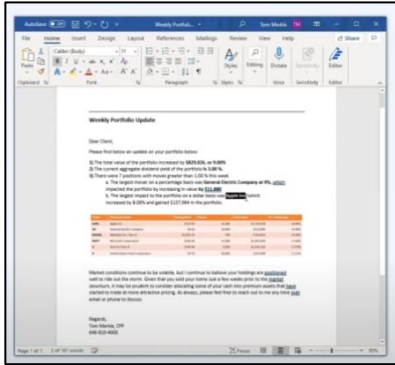
The window for testing patches and updates before vendor implementation has shortened over the years.

Two goals identified by MIS's Business Process group:

- 1) Software to create, test, and automate processes (scripts) for patches, upgrades, and new application implementation
- 2) Standardize business processes recording & location

# Robotic Process Automation

- Automates repetitive, rule-based processes where 'robots' are programmed to follow pre-determined rules and decision trees.
- Task outputs more reliable and efficient through automation



# AI vs. Automation

Artificial Intelligence (“AI”) makes predictions, recommendations, or decisions influencing real or virtual environments\*.

Robotic Process Automation (“RPA”) automates repetitive, rule-based scripts where ‘robots’ are programmed to follow pre-determined rules and decision trees.

AI are cognitive tasks that require intelligence;  
RPA are automating routine, manual tasks

\*15 U.S.C.9401(3)

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# Scope of Work

- Provide a Robotic Process Automation (RPA) solution with on-site training including:
  - Setup, familiarization, hands-on activities to maximize utilization of the RPA tool.
  - Workshops to introduce RPA and automation to various business units.
- Vendor to host the RPA solution in software provider's cloud
- Provide ongoing RPA solution support

# Procurement Overview

- RFP issued on June 30, 2024
- Accessed on the GCRTA website by thirty (30) interested parties
- Proposals due July 31, 2024
- Four (4) firms proposed

# Procurement Overview

## Evaluation Panel Members:

- Management Information Services
- Information Technology
- Security Systems
- Internal Audit
- Procurement

# Procurement Overview

## Evaluation Criteria:

- Software Capabilities
- Support & Training
- Qualifications & Experience
- Pricing & Cost Effectiveness



# Procurement Overview

Recommended Firm: Computer Aid Inc.

- Global professional services firm established in 1981
- Headquartered in Allentown, PA
- 8,700 employees
- Full range of service including systems implementation, integration and maintenance for custom and commercial software
- Elite UiPath Services Network (USN) certification
- 89% of business is with public sector entities
  - 388 agencies
  - 24 states

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# Procurement Overview

## Firms Experience:

Amerisure Mutual Insurance, Co., Chicago Transit Authority (CTA), Washington Metropolitan Area Transit Authority (WMATA), Pace Suburban Bus, Orange County Transportation Authority, DexKo Global, Reworld, Covanta Energy, Ltd, Lehigh County, Central Florida Expressway Authority, Princeton University, Chicago Board of Education, among many others.

# Procurement Overview

Year	Amount
Implementation / Training	\$55,589.76
Year 1	\$70,861.08
Year 2	\$77,947.16
Year 3	\$85,741.87
<b>Total</b>	<b>\$290,139.87</b>

# Procurement Overview

Recommendation:

Staff requests that the Organizational, Services & Performance Monitoring Committee recommend to the Board of Trustees the award for Robotic Process Automation Software to Computer Aid Inc. in a total negotiated contract amount NTE \$290,139.87 for a period of three years.

# Questions

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