

RESOLUTION NO. 2013-61

AUTHORIZING CONTRACT NO. 2013-126 WITH TRAPEZE SOFTWARE GROUP FOR MAINTENANCE AND SUPPORT OF THE TRAPEZE OPERATOR TIMEKEEPING, DEMAND RESPONSE, AND CUSTOMER INFORMATION AND CLIENT COMMUNICATIONS SOFTWARE PRODUCTS FOR A PERIOD OF FOUR YEARS AT A TOTAL CONTRACT PRICE NOT TO EXCEED \$1,641,000.00 (GENERAL FUND, INFORMATION TECHNOLOGY DEPARTMENT BUDGET)

WHEREAS, the Authority requires continued maintenance and support of its Operator Timekeeping, Demand Response, and Customer Information and Client Communications software products; and

WHEREAS, Trapeze Software Group is the original installer of these software products; and

WHEREAS, the offer of Trapeze Software Group, located at 8360 East Via de Ventura, Scottsdale AZ 85258, to provide such services at a total contract price not to exceed \$1,641,000.00 for the four year period to be payable in annual totals of \$387,000.00, \$402,000.00, \$418,000.00 and \$434,000.00 respectively was agreed upon; and

WHEREAS, the Ohio Revised Code, Section 306.43(H)(3) provides that competitive bidding is not required when the expenditure is for a renewal or re-negotiation of a lease or license for telecommunications or electronic data processing equipment, service or systems, or for the maintenance thereof as supplied by the original source or its successors or assigns; and

WHEREAS, the General Manager/Secretary-Treasurer has deemed the offer of Trapeze Software Group, as negotiated, to provide maintenance, licensing and support services for these products to be in the best interest of the Authority and recommends acceptance thereof by the Board of Trustees.

NOW, THEREFORE, BE IT RESOLVED by the Board of Trustees of the Greater Cleveland Regional Transit Authority, Cuyahoga County, Ohio:

Section 1. That the offer of Trapeze Software Group to provide maintenance and support services for the Authority's Operator Timekeeping, Demand Response, and Customer Information and Client Communications software products for a period of four years be the same and is hereby accepted.

Section 2. That the General Manager/Secretary-Treasurer of the Authority be and he is hereby authorized to enter into a sole source contract with Trapeze Software Group to provide said services.

Section 3. That said contract shall be payable out of the General Fund, Information Technology Department budget at total prices not to exceed \$387,000.00 for the base year and at total prices not to exceed \$402,000.00, \$418,000.00 and \$434,000.00 respectively for the remaining three years for a total contract price not to exceed \$1,641,000.00.

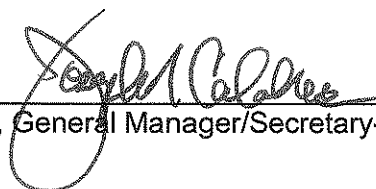
Section 4. That said contract shall be binding upon and an obligation of the Authority contingent upon future funding, compliance by the contractor to the Specifications and Addenda, if any; the Affirmative Action Plan adopted by the Board of Trustees in Resolution No. 2013-031; bonding and insurance requirements and all applicable laws relating to contractual obligations of the Authority.

Section 5. That the Greater Cleveland Regional Transit Authority's Board of Trustees expects that Trapeze Software Group will attempt to exceed the 0% minimum DBE goal assigned to this procurement.

Section 6. That this resolution shall become effective immediately upon its adoption.

Adopted: July 16, 2013

  
\_\_\_\_\_  
President

Attest:   
\_\_\_\_\_  
CEO, General Manager/Secretary-Treasurer



<b>TITLE/DESCRIPTION:</b> <b>CONTRACT:</b> MAINTENANCE AND SUPPORT OF THE TRAPEZE SOFTWARE PRODUCTS <b>VENDOR:</b> TRAPEZE SOFTWARE GROUP <b>AMOUNT:</b> TOTAL PRICE NOT TO EXCEED \$1,641,000.00 FOR FOUR YEARS	<b>Resolution No.:</b> 2013-61
	<b>Date:</b> July 11, 2013
	<b>Initiator:</b> Information Technology
<b>ACTION REQUEST:</b> <input checked="" type="checkbox"/> Approval      Review/Comment      Information Only      Other _____	

1.0 **PURPOSE/SCOPE:** This action will allow the Authority to enter into a sole source contract for software upgrades, maintenance and support of the Operator Timekeeping, Demand Response (ADA Paratransit Services), Customer Trip Planning and Customer Communications software products for a period of four years.

2.0 **DESCRIPTION/JUSTIFICATION:** The Authority requires vendor support for the Trapeze software products. This support permits the Authority to retain a fully functional software solution that can be adapted to meet its business needs. Critical products requiring this support include:

- \* Operator Timekeeping (Midas-BD) - records bidding for routes and the dispatch of operators which must function without significant delay and is the sole application used to gather and track data for operator payroll processing
- \* Demand Response Paratransit - service is used to provide transportation services for ADA and senior riders
- \* Customer Information - provides customer trip planning itineraries, along with bus/rail timetables
- \* Customer Communication - provides a method to track and respond to customer concerns. Customers can access and perform activities related to demand response, trip information and client communication via the internet and telephone without staff intervention.

Vendor support services include 24/7 support access, On-Line Knowledge Base, access to User Forums, new software releases, enhancement updates and software bug fixes, standard documentation and basic user training and certification.

3.0 **PROCUREMENT BACKGROUND:** This contract for software upgrades, maintenance and support services is exempted from competitive bidding as authorized by Section 306.43(H)(3) of the Ohio Revised Code. Trapeze Software Group developed these systems on a proprietary basis and is the only source for maintenance, licensing and support services. These software products were procured to meet the Authority's goal to provide ADA and senior transportation, trip planning and customer service to the general public, as well as operator work assignments for payroll processing. Price adjustments were negotiated to accommodate a common maintenance anniversary date for all software products eliminating the need for multiple annual board actions.

The proposal from Trapeze software Group was reviewed by the Information Systems Department for adherence to technical scope. A price analysis has been performed and the Procurement Department has determined that the price is fair and reasonable to the Authority.

- 4.0 AFFIRMATIVE ACTION/DBE BACKGROUND: All Affirmative Action requirements have been met. A 0% DBE goal was established for this procurement because it is a proprietary software and its maintenance is exclusive to the original provider and installer.
- 5.0 POLICY IMPACT: Does not apply.
- 6.0 ECONOMIC IMPACT: The contract will be funded through the General Fund, Information Technology Department budget at total prices not to exceed \$387,000.00, \$402,000.00, \$418,000.00 and \$434,000.00 respectively for the four year period for a total contract price not to exceed \$1,641,000.00. This price is the budgeted amount for this service..
- 7.0 ALTERNATIVES: Reject this offer. Rejection of this offer would put the Authority at risk of not having maintenance and support of these critical software programs.
- 8.0 RECOMMENDATION: It is recommended that the offer of Trapeze Software Group be accepted and the resolution passed authorizing the General Manager/Secretary-Treasurer to enter into a contract.
- 9.0 ATTACHMENTS: None.

Recommended and certified as appropriate to the availability of funds, legal form and conformance with the Procurement requirements.

  
\_\_\_\_\_  
CEO, General Manager/Secretary-Treasurer