

RESOLUTION NO. 2017-38

AUTHORIZING CONTRACT NO. 2017-55 WITH TRAPEZE SOFTWARE GROUP FOR MAINTENANCE AND SUPPORT OF THE TRAPEZE DEMAND RESPONSE, CUSTOMER INFORMATION AND CLIENT COMMUNICATIONS SOFTWARE PRODUCTS FOR A PERIOD OF FOUR YEARS AT A TOTAL CONTRACT PRICE NOT TO EXCEED \$1,389,703.00 (GENERAL FUND, INFORMATION TECHNOLOGY DEPARTMENT BUDGET)

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

WHEREAS, Trapeze Software Group is the original installer of these proprietary 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 price not to exceed \$1,389,703.00 for the four year period, to be payable in annual totals of \$323,291.00, \$338,856.00, \$355,198.00 and \$372,358.00, 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 renegotiation of a lease or license for telecommunications or electronic data processing equipment, service or systems, or for the upgrade or maintenance thereof as supplied by the original source or its successors or assigns; and

WHEREAS, the CEO, General Manager/Secretary-Treasurer deems 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 Demand Response, Customer Information and Client Communications software products for a period of four years be the same is hereby accepted.

Section 2. That the CEO, General Manager/Secretary-Treasurer of the Authority be and he is hereby authorized to enter into a contract with Trapeze Software Groups to provide said services for a period of four years.

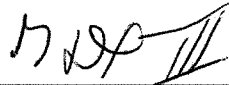
Section 3. That said contract shall be payable from the General Fund, Information Technology Department budget, at a total price not to exceed \$323,291.00 for the base year, and at total prices not to exceed \$338,856.00, \$355,198.00 and \$372,358.00, respectively, for the remaining three years, for a total contract price not to exceed \$1,389,703.00.

Section 4. That said contract shall be binding upon and an obligation of the Authority contingent upon funding for future years, compliance by the contractor with the Specifications and Addenda, if any; the Affirmative Action Plan adopted by the Board of Trustees in Resolution No. 2015-036; 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: June 20, 2017



President

Attest:



CEO, General Manager/Secretary-Treasurer



TITLE/DESCRIPTION: CONTRACT: MAINTENANCE AND SUPPORT OF THE TRAPEZE SOFTWARE PRODUCTS VENDOR: TRAPEZE SOFTWARE GROUP AMOUNT: AMOUNT NTE \$1,389,703.00 FOR FOUR YEAR PERIOD	Resolution No.: 2017-38
	Date: June 15, 2017
	Initiator: Information Technology
ACTION REQUEST: <input checked="" type="checkbox"/> Approval <input type="checkbox"/> Review/Comment <input type="checkbox"/> Information Only <input type="checkbox"/> 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 Demand Response (ADA Paratransit Services), Customer Trip Planning and Client Communications software products for a period of four years.

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

- 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
- Client Communications – 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.

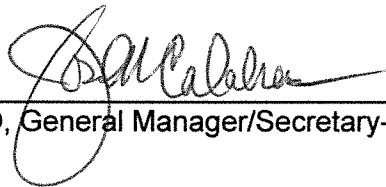
Vendor support services include 24/7 support access, On-Line Knowledge Base, access to user forums, new software releases, enhancement updates and software bug fixes, standard documentation and basic user training and certification.

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. Trapeze Software Group has offered to provide these services in a negotiated amount not to exceed \$1,389,703.00 for the four year period.

The proposal from Trapeze Software Group was reviewed by the Information Technology 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 participation goal was established for this procurement because it is for the maintenance of proprietary software, which work is limited and exclusive to the original provider and installer by agreement.
- 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 a total price not to exceed \$323,291.00 for the base year, and at total prices not to exceed \$338,856.00, \$355,198.00 and \$372,358.00 respectively for the remaining three years, for a total contract price not to exceed \$1,389,703.00. This is the budgeted amount for these services.
- 7.0 ALTERNATIVES: Reject this offer. Rejection of this offer would put the Authority at risk of not having maintenance and support for 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 CEO, 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