

RESOLUTION NO. 2021-62

AUTHORIZING CONTRACT NO. 2021-077 WITH TRAPEZE SOFTWARE GROUP, INC. TO PROVIDE PARATRANSIT SOFTWARE SUPPORT SERVICES FOR A PERIOD OF FOUR YEARS IN AN AMOUNT NOT TO EXCEED \$1,790,460.00 (GENERAL FUND, INNOVATION AND 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, Inc. is the original developer and installer of these proprietary software products; and

WHEREAS, the offer of Trapeze Software Group, Inc., located at 5265 Rockwell Drive NE, Cedar Rapids, Iowa 52402, to provide said services at a total price not to exceed \$1,790,460.00 for the four year period, to be payable in annual amounts of \$424,614.00, \$433,258.00, \$454,921.00 and \$477,667.00, 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, services or systems, or for the upgrade of such equipment, services or systems, or for the maintenance thereof, as supplied by the original source or its successors or assigns; and

WHEREAS, the General Manager, Chief Executive Officer deems the offer of Trapeze Software Group, Inc., 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, Inc., as negotiated, 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 and the same is hereby accepted.

Section 2. That the General Manager, Chief Executive Officer of the Authority be and she is hereby authorized to enter into a contract with Trapeze Software Group, Inc. to provide said services for a period of four years.

Section 3. .The contract will be funded through the General Fund, Innovation and Technology Department budget, at a total price not to exceed \$424,614.00 for year one, and at total prices not to exceed \$433,258.00, \$454,921.00 and \$477,667.00 respectively, for the remaining three years, for a total contract price not to exceed \$1,790,460.00.

Section 4. That said contract shall be binding upon and an obligation of the Authority contingent upon future funding, compliance by the contractor with the Specifications and Addenda, if any; the Affirmative Action Plan adopted by the Board of Trustees; 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, Inc. 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 29, 2021

  
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President

Attest:   
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Secretary-Treasurer



TITLE/DESCRIPTION: <b>CONTRACT: TRAPEZE PARATRANSIT SOFTWARE SUPPORT</b>  <b>VENDOR: TRAPEZE SOFTWARE GROUP, INC.</b>  <b>AMOUNT: NTE \$1,790,460.00 FOR A PERIOD OF FOUR YEARS</b>	Resolution No.: 2021-62
	Date: June 24, 2021
	Initiator: Innovation and Technology Department
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 renew a sole source contract for software upgrades, maintenance and support of the 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 of its Trapeze software products for Demand Response operations. This support allows the Authority to retain fully functional software solutions that can be adapted to meet its business needs. Critical products requiring support under this agreement include:

- Demand Response– 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 exempt from competitive bidding as authorized by Section 306.43(H)(3) of the Ohio Revised Code. Trapeze Software Group, Inc. 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, Inc. has offered to provide these services at a negotiated amount not to exceed \$1,790,460.00 for the four-year period.

The proposal from Trapeze Software Group, Inc. was reviewed by the Innovation and Technology Department for adherence to technical requirements. A cost analysis was 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 due to the lack of certified DBE firms.
- 5.0 POLICY IMPACT: Does not apply.
- 6.0 ECONOMIC IMPACT: The contract will be funded through the General Fund, Innovation and Technology Department budget, at a total price not to exceed \$424,614.00 for year one, and at total prices not to exceed \$433,258.00, \$454,921.00 and \$477,667.00 respectively, for the remaining three years, for a total contract price not to exceed \$1,790,460.00. This is within the budgeted amount for these services.
- 7.0 ALTERNATIVES: Reject this offer. Rejection of this offer would leave the Trapeze Paratransit software applications unlicensed and unsupported which would jeopardize the functionality of critical software systems vital to providing demand response services to our community.
- 8.0 RECOMMENDATION: It is recommended that the offer of Trapeze Software Group, Inc. be accepted and the resolution passed authorizing the General Manager, Chief Executive Officer 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.

  
General Manager, Chief Executive Officer