

RESOLUTION NO. 2021-73

AUTHORIZING CONTRACT NO. 2021-030 WITH TRANSPRO CONSULTING FOR PERFORMANCE MANAGEMENT SERVICES IN AN AMOUNT NOT TO EXCEED \$199,004.00 (GENERAL FUND, EXECUTIVE DEPARTMENT BUDGET)

WHEREAS, the Authority has the need for a qualified firm to provide quarterly initiative development and performance management implementation; and

WHEREAS, since TransPro Consulting ("TransPro") guided the Authority's organizational success outcomes and performance scorecards in 2020, those results must be managed to create a culture of continuous improvement; and

WHEREAS, this specialized engagement is needed to build a continuum of work from the mission and vision, and for familiarity and continuity with executive leadership, staff, and overall business; and

WHEREAS, TransPro's expertise in developing these plans for transit agencies and for the Authority, and creating opportunities for successful outcomes, makes them uniquely qualified to coordinate the implementation of this performance management plan; and

WHEREAS, the Ohio Revised Code, Section 306.43(H)(6) provides that competitive bidding is not required when a "purchase substantially involves services of a personal, professional, highly technical, or scientific nature, including but not limited to the services of an attorney, physician, surveyor, appraiser, investigator, court reporter, adjuster, consultant, or licensed broker or involves the special skills or proprietary knowledge required for the servicing of specialized equipment owned by the regional transit authority"; and

WHEREAS, Transpro, located at 11935 Pasco Trails Blvd., Spring Hill, FL 34610, has offered to provide these Performance Management Services in an amount not to exceed \$199,004.00; and

WHEREAS, the General Manager, Chief Executive Officer deems the offer of TransPro, as negotiated, to provide Performance Management Services 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 TransPro Consulting ("TransPro"), as negotiated, to provide Performance Management Services 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 TransPro to provide Performance Management Services.

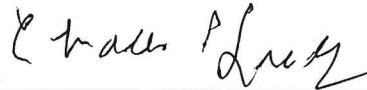
Section 3. This contract will be funded through the General Fund, Executive Department Budget, in a total amount not to exceed \$199,004.00.

Section 4. That said contract shall be binding upon and an obligation of the Authority contingent upon compliance by the contractor to 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 TransPro 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 27, 2021



President

Attest: 

Secretary-Treasurer



Greater Cleveland Regional Transit Authority
STAFF SUMMARY AND COMMENTS

TITLE/DESCRIPTION: CONTRACT: PERFORMANCE MANAGEMENT SERVICES VENDOR: TRANSPRO CONSULTING AMOUNT: NOT TO EXCEED \$199,004.00	Resolution No.: 2021-73
	Date: July 22, 2021
	Initiator: Executive 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 permit the Authority to enter into a sole source contract for Performance Management Services.
- 2.0 DESCRIPTION/JUSTIFICATION: Since the Authority established organizational success outcomes and performance scorecards in 2020, those results must be managed to create a culture of continuous improvement. The Authority therefore needs to retain a qualified firm to provide quarterly initiative development and performance management implementation. This includes but is not limited to the development of reporting templates, integration of data metrics and surveys, and oversight of the integration of success outcomes, metrics and departmental goals into the Authority's staff annual performance evaluation plans.
- 3.0 PROCUREMENT BACKGROUND: On December 31, 2019, TransPro Consulting ("TransPro") was awarded a contract to provide Strategic Engagement Services to the Authority. Through engagement with the Executive Management Team and the Board of Trustees, TransPro guided the revision of the Authority's mission and vision. During this extensive process, TransPro and the Executive Management Team defined and aligned success outcomes that would serve as the Authority's framework for measuring success. Once these clear outcomes were established, the Authority engaged TransPro to assist in the development of Division-level scorecards for continuous performance measurement.

With the Divisional targets that support the Authority's success outcomes, mission and vision established, it is now necessary to establish performance management and monitoring of those targets/outcomes. This will function as a foundation for future organizational efforts and staff performance goals by redefining key performance indicators, customer satisfaction outputs, communication strategies, and overall agency administration oversight.

TransPro has been instrumental in establishing the Authority's organizational and divisional goals. TransPro's expertise in developing plans for transit agencies, including the Authority, and creating opportunities for successful outcomes makes TransPro uniquely qualified to coordinate the implementation of this performance management plan. For these reasons, this procurement is a sole source that is exempt from competitive bidding under Section 306.43 (H)(6) of the Ohio Revised Code.

Section 306.43 (H)(6) of the Ohio Revised Code states that a sole source procurement is authorized when a "purchase substantially involves services of a personal, professional, highly technical, or scientific nature, including but not limited to the services of an attorney, physician, surveyor, appraiser, investigator, court reporter, adjuster, consultant, or licensed broker or involves the special skills or proprietary knowledge required for the servicing of specialized equipment owned by the regional transit authority."

The proposal was reviewed by representatives from Executive and Procurement, and after negotiations, has been deemed to be in the best interest of the Authority, cost and all other factors considered.

- 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 subcontracting opportunities.
- 5.0 POLICY IMPACT: Does not apply.
- 6.0 ECONOMIC IMPACT: This procurement shall be payable through the General Fund, Executive Department Budget, in a total contract amount not to exceed \$199,004.00.
- 7.0 ALTERNATIVES: Reject this offer. Rejection of this offer could hinder the Authority's ability to manage and measure success outcomes and performance scorecards.
- 8.0 RECOMMENDATION: This procurement was discussed by the Board of Trustees at the June 15, 2021 and July 13, 2021 Organizational, Services & Performance Monitoring Committee meetings. It is recommended that the offer of TransPro Consulting 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