

RESOLUTION NO. 2022-110

AUTHORIZING CONTRACT NO. 2022-132 WITH TRANSPRO CONSULTING TO PROVIDE PERFORMANCE MANAGEMENT SERVICES IN AN AMOUNT NOT TO EXCEED \$183,072.00 FOR A ONE-YEAR PERIOD, AND IN AN AMOUNT NOT TO EXCEED \$186,764.00 FOR ONE, ONE-YEAR OPTION, FOR A TOTAL CONTRACT AMOUNT NOT TO EXCEED \$369,836.00 (GENERAL FUND, EXECUTIVE DEPARTMENT BUDGET)

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

WHEREAS, since TransPro Consulting guided the Authority's organizational success outcomes and performance scorecards in 2020, 2021 and 2022, 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 Consulting's expertise in developing these performance management plans for transit agencies and for the Authority, and creating opportunities for successful outcomes, makes them uniquely qualified to continue this performance management effort; 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 Consulting, located at 11935 Pasco Trails Boulevard, Spring Hill, Florida, has offered to provide these performance management services in an amount not to exceed \$183,072.00 for a one-year period, and in an amount not to exceed \$186,764.00 for one, one-year option, for a total contract amount not to exceed \$369,836.00; and

WHEREAS, the General Manager, Chief Executive Officer deems the offer of TransPro Consulting, 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, 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 Consulting to provide performance management services for a period of one year, with the authority to exercise one, one-year option.

Section 3. This procurement shall be payable through the General Fund, Executive Department Budget, in an amount not to exceed \$183,072.00 for a one-year period, and in an amount not to exceed \$186,764.00 for one, one-year option, for a total contract amount not to exceed \$369,836.00.

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 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 Consulting 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: December 20, 2022



President

Attest: 

Secretary-Treasurer



TITLE/DESCRIPTION: CONTRACT: PERFORMANCE MANAGEMENT SERVICES VENDOR: TRANSPRO CONSULTING AMOUNT: AMOUNT NTE \$183,072.00 FOR A ONE YEAR PERIOD, AND AN AMOUNT NTE \$186,764.00 FOR ONE, ONE-YEAR OPTION, FOR A TOTAL CONTRACT AMOUNT NTE \$369,836.00	Resolution No.: 2022-110
	Date: December 15, 2022
	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 for a period of one year, with one, one-year option for renewal.
- 2.0 **DESCRIPTION/JUSTIFICATION:** Since the Authority established organizational success outcomes and performance scorecards in 2020, 2021 and 2022, those results must be managed to create a culture of continuous improvement. As a result, the Authority needs to retain a qualified firm to provide quarterly initiative development and performance management implementation. This includes, but is not limited to, the continued creation of divisional scorecards and reporting templates, initiative development and implementation, integration of data metrics, and oversight of the integration of success outcomes, metrics, and departmental goals into the annual performance evaluation plans for the Authority's staff.
- 3.0 **PROCUREMENT BACKGROUND:** On December 31, 2019, TransPro Consulting 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 Consulting guided the revision of the Authority's mission and vision. During this extensive process, TransPro Consulting 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 Consulting to assist in the development of division-level scorecards for continuous performance measurement.

With the divisional targets established, which supported the Authority's success outcomes and mission and vision, it was necessary to establish performance management and monitoring of those targets/outcomes. On July 27, 2021, the Board of Trustees, via Resolution No. 2021-073, awarded a contract to TransPro Consulting to provide performance management services. This contract functioned as a foundation for organizational efforts and staff performance goals by redefining key performance indicators, customer satisfaction outputs, communication strategies, and overall agency administration oversight.

TransPro Consulting has been instrumental in establishing the Authority's organizational and divisional goals. Their expertise in developing these plans for transit agencies and for the Authority, and creating opportunities for successful outcomes, makes them uniquely qualified to continue the implementation of the Authority's performance management plans. This includes, but is not limited to, the continued creation of divisional scorecards and reporting templates, initiative development and implementation, integration of data metrics, and oversight of the integration of success outcomes, metrics, and departmental goals into the annual performance evaluation plans for the Authority's staff. Due to these reasons, this project is deemed a sole source procurement and is exempt from competitive bidding as authorized under 306.43H(6) of the Ohio Revised Code.

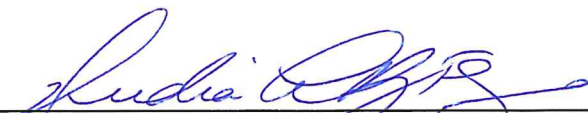
Section 306.43 (H)(6) of the Ohio Revised Code states that a sole source procurement is authorized when a "purchase substantially involves services of a personal, professional, highly technical, or scientific nature, including but not limited to the services of an attorney, physician surveyor, appraiser, investigator, court reported, 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".

TransPro Consulting is uniquely qualified to continue the support and growth of the Authority's performance initiatives. They have established a national model of transportation metrics and peer benchmarking that can be leveraged to compare the Authority's performance on a national scale. TransPro Consulting's technical assistance, professional guidance, and extensive transportation knowledge and experience is necessary for continuous performance management.

The Procurement Department requested a proposal from TransPro Consulting on November 18, 2022. A proposal was received from TransPro Consulting on November 28, 2022. The proposal was reviewed by representatives from Executive and Procurement, and after negotiations, deemed advantageous, 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: This procurement shall be payable through the General Fund, Executive Department Budget, in an amount not to exceed \$183,072.00 for a one-year period, and in an amount not to exceed \$186,764.00 for one, one-year option, for a total contract amount not to exceed \$369,836.00.
- 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 December 6, 2022 Organizational, Services & Performance Monitoring Committee meeting. 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