

RESOLUTION NO. 2024-95

AUTHORIZING CONTRACT NO. 2024-104 WITH COMPUTER AID, INC. FOR ROBOTIC PROCESS AUTOMATION SOFTWARE IN AN AMOUNT NOT TO EXCEED \$290,139.87.00 FOR A THREE-YEAR PERIOD (GENERAL FUND, MANAGEMENT INFORMATION SERVICES DEPARTMENT BUDGET)

WHEREAS, the Greater Cleveland Regional Transit Authority ("Authority") has taken steps toward innovating the documentation, recording, automation, and storage of business processes; and

WHEREAS, the Authority has identified a need for a Robotic Process Automation ("RPA") software solution to allow users to document, create, test and automate processes (scripts) for patches, upgrades, and new software application implementations; and

WHEREAS, the proposal from Computer Aid, Inc., located at 1390 Ridgeview Drive, Allentown, Pennsylvania 18104, to provide RPA software in a negotiated amount not to exceed \$290,139.87 for a three-year period was received on July 31, 2024; and

WHEREAS, the General Manager, Chief Executive Officer deems the offer from Computer Aid, Inc., as negotiated, to provide RPA software 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 from Computer Aid, Inc. to provide Robotic Process Automation ("RPA") software for a three-year period 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 Computer Aid, Inc. to provide said services.

Section 3. That said contract will be funded through the General Fund, Management Information Services Department budget, in a total amount not to exceed \$290,139.87 for a period of three years.



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 Authority's Board of Trustees expects that Computer Aid, Inc. will attempt to exceed the 0% DBE goal assigned to this procurement.

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

Adopted: December 17, 2024

  
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President

Attest:  acting for   
\_\_\_\_\_  
Secretary-Treasurer



<b>TITLE/DESCRIPTION:</b> CONTRACT: ROBOTIC PROCESS AUTOMATION SOFTWARE  <b>VENDOR:</b> COMPUTER AID, INC.  <b>AMOUNT:</b> NOT TO EXCEED \$290,139.87 FOR A PERIOD OF THREE YEARS	<b>Resolution No.:</b> 2024-95
	<b>Date:</b> December 12, 2024
	<b>Initiator:</b> Management Information Services Department
<b>ACTION REQUEST:</b> <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 Greater Cleveland Regional Transit Authority ("Authority") to enter into a contract for Robotic Process Automation ("RPA") software to assist the Authority in allowing users to create, test and automate process (scripts) for patches, upgrades and new software application implementations. It will also assist in standardizing the recording and storage of business processes.
  
- 2.0 **DESCRIPTION/JUSTIFICATION:** The Authority's primary focus for purchasing this software is to ease the burden on functional users when software testing is required, in addition to capturing processes (scripts) for training and continuity purposes. The selected vendor will provide training for users once the software is implemented. Software licensing and hosting will be provided for a three-year period.
  
- 3.0 **PROCUREMENT BACKGROUND:** The Request for Proposals was posted on the Authority's Procurement website and advertised in local newspapers. Thirty interested parties, including potential subcontractors, downloaded the solicitation package. Four proposals were received on July 31, 2024. After an initial evaluation by a panel of Authority employees, all four proposers were selected to be interviewed.  
  
 Each proposer was asked to submit a best and final offer following their interview. Best and final offers were reviewed by a panel of Authority employees in accordance with established Procurement department policies and procedures. After negotiations, the proposal from Computer Aid, Inc. to provide said services in a total contract amount not to exceed \$290,139.87 for a three-year period was determined to be the most advantageous proposal to the Authority, price and all other factors considered. This total amount is approximately 9% below the estimate of \$318,722.41.
  
- 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 will be funded through the General Fund, Management Information Services Department budget, in an amount not to exceed \$290,139.87 for the three-year period.
  
- 7.0 **ALTERNATIVES:** Reject this offer. Rejection of this offer would delay the Authority's ability to implement RPA software, prolonging the Authority's ability to automate and record processes.

- 8.0 RECOMMENDATION: This procurement was discussed by the Board of Trustees at the December 3, 2024 Organizational, Services & Performance Monitoring Committee meeting. It is recommended that the offer of Computer Aid, Inc. be accepted and the resolution adopted 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.



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General Manager, Chief Executive Officer