

RESOLUTION NO. 2024-103

AUTHORIZING CONTRACT NO. 2024-189 WITH TRANSPRO CONSULTING TO PROVIDE PERFORMANCE MANAGEMENT SERVICES IN AN AMOUNT NOT TO EXCEED \$81,930.00 FOR A PERIOD OF ONE YEAR AND IN AN AMOUNT NOT TO EXCEED \$51,449.00 FOR ONE OPTION YEAR, FOR A TOTAL CONTRACT AMOUNT NOT TO EXCEED \$133,379.00 (GENERAL FUND, EXECUTIVE DEPARTMENT BUDGET)

WHEREAS, the Greater Cleveland Regional Transit Authority ("Authority") has the need for a qualified firm to provide performance management services and implementation; and

WHEREAS, TransPro Consulting ("Transpro"), located at 11935 Pasco Trails Boulevard, Spring Hill, Florida, 34610, has guided the Authority's organizational success outcomes and performance scorecards since 2019 and those results must be managed to create a culture of continuous improvement; and

WHEREAS, TransPro's expertise in developing performance management plans for the Authority and creating opportunities for successful outcomes makes them uniquely qualified to continue the performance management services for the Authority; and

WHEREAS, R.C. 306.43(H)(2) provides that competitive bidding is not required when a purchase consists of goods or services, or any combination thereof, and after reasonable inquiry the board or any officer or employee the board designates finds that only one source of supply is reasonable available; and

WHEREAS, Transpro has offered to provide performance management services in an amount not to exceed \$81,930.00 for a period of one year and in an amount not to exceed \$51,449.00 for one option year, for a total contract amount not to exceed \$133,379.00; 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, as negotiated, to provide performance management services for a period of one year with an option for one additional year 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 for a period of one year and an additional one-year option, with the authority to exercise said option for renewal.

Section 3. This procurement shall be payable through the General Fund, Executive Department budget, in an amount not to exceed \$81,930.00 for a period of one year and in an amount not to exceed \$51,449.00 for one option year, for a total contract amount not to exceed \$133,379.00.

Section 4. That said contract shall be binding upon and an obligation of the Authority contingent upon future funding, 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 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: December 17, 2024



President

Attest. 

Secretary-Treasurer



TITLE/DESCRIPTION: CONTRACT: PERFORMANCE MANAGEMENT SERVICES VENDOR: TRANSPRO CONSULTING AMOUNT: AMOUNT NTE \$81,930.00 FOR A PERIOD OF ONE YEAR AND AN AMOUNT NTE \$51,449.00 FOR ONE OPTION YEAR, FOR A TOTAL CONTRACT AMOUNT NTE \$133,379.00	Resolution No.: 2024-103
	Date: December 12, 2024
	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 Greater Cleveland Regional Transit Authority (“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 2019, the Authority has established organizational success outcomes and performance scorecards, and those results must be managed to create a culture of continuous improvement. The Authority is currently in the process of transitioning the performance management program to be managed by Authority staff. It is anticipated that this transition will occur over the contract term. In the interim, the Authority needs to continue to retain the services of TransPro Consulting (“Transpro”) to assist with these initiatives. TransPro services will include, but are not limited to, the continued creation of divisional scorecard management, transition facilitation, data reporting and management, data technical assistance, development coaching, training curriculum and implementation, and General Manager, Chief Executive Officer performance review
- 3.0 **PROCUREMENT BACKGROUND:** On December 31, 2019, TransPro was awarded a contract to provide strategic engagement services to the Authority. Through engagement with the executive staff and the Board of Trustees, TransPro guided the revision of the Authority’s mission and vision. During this extensive process, TransPro and executive staff defined and aligned success outcomes that would serve as the Authority’s framework for measuring success. Once those 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 established, which supported the Authority’s success outcomes, mission, and vision, it was necessary to establish performance management and monitoring of those targets/outcomes. On July 27, 2021, the Board of Trustees, through Resolution No. 2021-073, awarded a contract to TransPro 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 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 scorecard management, transition facilitation, data reporting & management, data technical assistance, development coaching, training curriculum & implementation, and CEO performance review transition. Due to their five-year history of working with the Authority on these initiatives and the time and cost associated with bringing another vendor in to continue the work, TransPro is deemed a sole source for the services. This procurement is, therefore, exempt from competitive bidding, as authorized under 306.43H(2) of the Ohio Revised Code.

TransPro 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'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 on November 12, 2024. A proposal was received from TransPro on November 18, 2024. The proposal was reviewed by representatives from Executive, Human Resources, Training, Administration and External Affairs, Finance and Procurement. A best and final offer was requested. After negotiations, an amount not to exceed \$81,930.00 for a period of one year and an amount not to exceed \$51,449.00 for one option year, resulting in a total contract amount not to exceed \$133,379.00, was deemed 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 \$81,930.00 for a period of one year and in an amount not to exceed \$51,449.00 for one option year, for a total contract amount not to exceed \$133,379.00.
- 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: It is recommended that the offer of TransPro 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.



General Manager, Chief Executive Officer