



Ticket Vending Machine (TVM) Consultant

Presented to: Organizational, Services &
Performance Monitoring Committee

September 10, 2024

*Connecting
the
Community*

Agency Direction

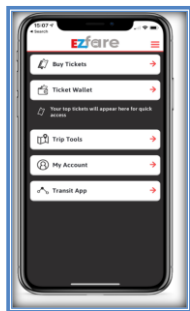
- BOT Code Book
 - BOT Comprehensive Fare Policy 842.09 stating “...recognizing the need for innovation, the Authority will continually seek new technology that makes fare payment and collection more convenient for customers and staff.”
- Strategic Plan
 - 2020 Strategic Plan- Improve how customers pay: Open architecture, contactless, account-based, stored value, fare capping, open payments
- Fare Equity Study
 - 2019 Fare Equity Pillar Study. Identified long-term improvements involving implementation of a new fare collection system that may include smartcard, regional multi-modal accounts, fare capping/best fare, and cloud-based with Open Architecture.

GCRTA Fare Ecosystem

JustRide Validators



Farebox



Mobile Apps

Code/Policies/
Procedures

Greater Cleveland Regional Transit Authority



Ticket Vending Machines

Connecting
the
Community

Justification

GCRTA staff have knowledge related to the specifications and needs of the Authority's current system.

Current ticket vending units are over 17 years old (2007) and reaching end of useful life & support.

Accomplish two goals identified by Electronic Repair and Revenue:

- 1) Provide third party assurance and risk reduction.
- 2) Bring current and future market knowledge.

Scope of Work

Three pieces- Base, Option 1, and Option 2

Base Contract:

- GCRTA priority setting/engagement
- Technical & functional specifications of TVM's.
- Requirements Traceability Matrix and pricing forms
- Independent Cost Estimate for TVM vendor solicitation

Scope of Work (cont'd)

Option 1:

- As requested Subject Matter Expertise during Request for Proposal
- Technical compliance assessment reports for each requested proposal review

Option 2:

- Review/comments for the Contractor's installation plan and testing scripts/plans
- Test results summary reports: Pilot Testing & Back Office System readiness verification

Procurement Overview

- RFP issued on May 26, 2024
- Accessed on the GCRTA website by nineteen (19) interested parties
- Proposals due July 8, 2024
- Five (5) firms proposed

Procurement Overview

Evaluation Panel Members:

- Management Information Services
- Electronic Repair
- Fleet Management
- Information Technology
- Revenue Collection
- Procurement

Procurement Overview

Evaluation Criteria:

- Proposed Staff Ability
- Past Performance
- Pricing & Cost Effectiveness
- Project Approach

Procurement Overview

Recommended Firm: WSP USA Inc.

- International leader in planning design & construction of automated fare collection systems
- Broad transit experience, management and engineering experience in fare collection equipment and systems
- Understanding of Cleveland and GCRTA's system

Procurement Overview

Recommended Firm: WSP USA Inc.

- Firms Experience:
 - Greater Cleveland Regional Transit Authority, Chicago Transit Authority, Massachusetts Bay Transportation Authority, New York Metropolitan Transportation Authority, Southeastern Pennsylvania Transportation Authority, Pittsburgh Regional Transit, Maryland Transit Authority (Baltimore), Birmingham Jefferson County Transit Authority, among many others.

Procurement Overview

Recommendation:

Staff requests that the Organizational, Services and Performance Monitoring Committee recommend to the Board of Trustees the award for ticket vending machine consultant services to WSP USA Inc. in an amount NTE \$173,716.94 for the base contract, and in an amount NTE \$88,085.66 for option 1, and in an amount NTE \$117,970.09 for option 2, for a total contract amount NTE \$379,772.69.

Questions

Greater Cleveland Regional Transit Authority

*Connecting
the
Community*