

Date: July 27, 2016

To: Board of Directors

From: Neil McFarlane 

Subject: RESOLUTION 16-07-48 OF THE TRI-COUNTY METROPOLITAN TRANSPORTATION DISTRICT OF OREGON (TRIMET) AUTHORIZING A CONTRACT WITH TRAPEZE SOFTWARE GROUP FOR PARATRANSIT SCHEDULING SOFTWARE

1. Purpose of Item

The purpose of this item is to request that the TriMet Board of Directors (“Board”) adopt a resolution authorizing the General Manager to execute a contract with Trapeze Software Group (“Trapeze”) for the purchase of software licenses and maintenance fees for their paratransit scheduling software.

2. Type of Agenda Item

- Initial Contract
- Contract Modification
- Other _____

3. Reason for Board Action

Board authorization is required for all goods and services contracts obligating TriMet to pay in excess of \$500,000.

4. Type of Action

- Resolution
- Ordinance 1st Reading
- Ordinance 2nd Reading
- Other _____

5. Background

TriMet provides accessible paratransit service under the LIFT Program in response to the mandate of the Americans with Disabilities Act (“ADA”) to provide public transportation services to people who are unable to ride fixed route service because of a disability. LIFT provides, via advanced reservation, an on-demand shared-ride service within TriMet’s fixed route service area as required by the ADA.

In 1994, TriMet purchased On-Line Data Products software, now owned and maintained by Trapeze, to automate scheduling and dispatching of LIFT rides within the guidelines outlined in the ADA. Trapeze acquired On-Line Data Products and has evolved and enhanced the software over time and the LIFT Program uses it to track customer data, reservations, scheduling, and for dispatching LIFT rides on a daily basis. The LIFT Program is heavily reliant upon Trapeze to manage its daily business and maintain compliance with the ADA.

6. Procurement Process

This is a sole-source contract for software licenses and maintenance fees provided by Trapeze. The total estimated amount of the contract authorization requested is \$1,770,198.00 for a five year term. This includes maintenance fees for the existing software modules that are currently being utilized plus estimated costs for licensing and maintenance of modules that have not been implemented yet but are planned for implementation in the future depending on budget availability. One additional module is for eFare, called EZ Wallet, which will allow passengers of the LIFT program to use their Hop Fastpass to pay for their rides. Additionally, there are three other modules related to an Interactive Voice Response (“IVR”) system that would automate a portion of the initial reservation and scheduling system to streamline the experience of a customer calling to reserve a ride. It would also allow reservation and scheduling from a computer or mobile phone. The IVR system would also require additional, stand-alone telephone lines to be installed in the call center.

Given the existing utilization of Trapeze software modules and anticipated utilization in the future, the Information Technology (“IT”) Division, LIFT Program, eFare Team, and Procurement and Contracts worked together to leverage the collective utilization and demand for services to negotiate the most advantageous pricing that Trapeze is willing to offer. As a relatively large customer of Trapeze, TriMet focused on the ongoing maintenance fees and was able to negotiate a lower annual cost based on the current and anticipated volume of software utilization going forward. Increases for maintenance fees for existing and additional software modules, if implemented, will be capped at 3.3% for subsequent years, which represents a total estimated savings over the five (5) year term of the contract of \$63,900.00. Trapeze typically increases their maintenance fees 5% on an annual basis for other customers, but was willing to lower and cap the increase at 3.3% due to the long standing relationship with TriMet and in return for the long term agreement. The other cost factor in this contract is licensing fees, which corresponds to the number of daily trips that are scheduled through the software program. Pricing obtained from Trapeze is considered fair and reasonable compared to other transit scheduling software providers and is more advantageous under this contract authorization request than past pricing because of the multi-year agreement and the fact that TriMet aggregated its collective volume of utilization to leverage the most cost-effective pricing possible.

7. Diversity

Given the proprietary nature of the software licenses and maintenance services that are being contracted for, there are no opportunities for subcontracting. Trapeze provided workforce diversity for the entire company broken out by job classification. Below are their statistics:

Job Classification	Number of Employees	Percent Female	Percent Minority
Administrative Support Workers	89	51.43%	11.43%
Executive/Senior Managers	2	0%	0%
Mid-Level Managers	88	34.62%	11.54%
Professionals	89	22.86%	11.43%
Sales Workers	95	21.05%	5.26%
Technicians	89	22.4%	11.2%

8. Financial/Budget Impact

The costs of the software modules that TriMet is currently using are included in IT's budget. The price of the eFare software module implementation is accounted for in the eFare project budget. Other software modules that are not currently being used will require budget authorization prior to implementation. IT and Procurement staff worked closely with Trapeze to identify the additional software modules that it would like to implement in the future and was able to negotiate and lock-in pricing that is very advantageous and favorable. The one-time licensing fees and recurring maintenance costs for the additional software modules are included in the estimated amount of \$1,770,198.00 over the five year term. Actual costs for licensing and maintenance will be based on actual needs and may vary depending on the number of daily rides booked through the LIFT dispatch call center.

9. Impact if Not Approved

TriMet would be forced to seek an alternative scheduling software system for its LIFT program, which may cause disruptions in the service and would severely hinder TriMet's ability to maintain compliance with the ADA.

RESOLUTION 16-07-48

RESOLUTION OF THE TRI-COUNTY METROPOLITAN TRANSPORTATION DISTRICT OF OREGON (TRIMET) AUTHORIZING A CONTRACT WITH TRAPEZE SOFTWARE GROUP FOR PARATRANSIT SCHEDULING SOFTWARE

WHEREAS, TriMet has authority under ORS 267.200 to enter into a contract with Trapeze Software Group for the purchase of software licenses and maintenance fees for their paratransit scheduling software (“Contract”); and

WHEREAS, the total amount of the Contract shall exceed \$500,000; and

WHEREAS, the TriMet Board of Directors (“Board”), by Resolution dated November 25, 2009, adopted a Statement of Policies requiring the Board to approve goods and services in excess of \$500,000;

NOW, THEREFORE, BE IT RESOLVED:

1. That the Contract shall be in conformance with applicable laws.
2. That the General Manager or his designee is authorized to execute the Contract.

Dated: July 27, 2016

Presiding Officer

Attest:

Recording Secretary

Approved as to Legal Sufficiency:



Legal Department