


Date: January 23, 2019

To: Board of Directors

From: Doug Kelsey 

Subject: **RESOLUTION 19-01-06 OF THE TRI-COUNTY METROPOLITAN TRANSPORTATION DISTRICT OF OREGON (TRIMET) AUTHORIZING A CONTRACT WITH STELLAR SERVICES, INC. FOR ENTERPRISE CONTENT MANAGEMENT SOFTWARE AND IMPLEMENTATION SERVICES**

1. Purpose of Item

The purpose of this item is to request that the TriMet Board of Directors (“Board”) authorize the General Manager to execute a contract with Stellar Services, Inc. (“Stellar”) for Enterprise Content Management Software and Implementation Services (“the Services”).

2. Type of Agenda Item

- Initial Contract
- Contract Modification
- Other _____

3. Reason for Board Action

Board approval is required for personal 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

In October 2013, TriMet initiated the Records Governance Initiative (“Initiative”), a Board mandated, multi-year/phased effort to improve the governance of the Agency’s records and information assets. Phase I encompassed a Program Assessment, a Records Inventory, Agency File Plan, an Offsite Records Storage Plan, and a preliminary set of requirements for an Enterprise Content Management (“ECM”) system.

Phase II focused on developing detailed divisional file plans, refining the records retention schedule and cross-referencing it to the file plan, and a vital records project. It also included the on-going Shared Drive Project, the objective of which is to move unstructured electronic records into a modified version of the agency file plan, eliminate unnecessary "ROT" (redundant, obsolete, and trivial content), and review and update data access rights and privileges. The Shared Drive Project is an important preparatory step in support of the planned ECM implementation.

Phase III began in October 2017 and initiated the procurement process for the ECM. In December 2017, TriMet issued a Request for Information (RFI) seeking feedback on available ECM Platforms. Twenty-two (22) vendors responded to the RFI, of which approximately six (6) were asked to provide a demonstration for TriMet staff. The responses to the RFI allowed TriMet staff to gain a better understanding of how ECM systems should function. Additionally, through an in-depth review of vendor proposals, interviews and demonstrations, the Records Governance team was able to develop a specific set of technical and business requirements. These requirements, along with task order scopes of work that cover the initial implementation within three TriMet departments, were then made part of the Request for Proposals.

6. Procurement Process

TriMet conducted a competitive Request for Proposals ("RFP") process. The RFP was issued on June 1, 2018 with a due date of July 9, 2018. The RFP was advertised on TriMet's TriP\$ website. A pre-proposal meeting for interested firms was held on June 12, 2018 at TriMet's Harrison Square office and via WebEx. TriMet received ten proposals in response to the RFP.

An Evaluation Committee ("EC") comprised of staff from TriMet's Engineering and Construction, Finance and Administration, Information Technology ("IT"), and Legal divisions was appointed to review, evaluate and score the proposals. The evaluation criteria in the RFP included Firm Experience; Qualifications of Staff; Diversity; System Architecture; Technical Specifications; System Functionality; End User Experience/Ease of Use; Work Plan; and Price. A total of 200 points was available.

After evaluating and scoring the technical proposals, the EC opened the price proposals for only those firms within the competitive range, and elected to interview three firms: Canon, Stellar and MCCi. Key members of the proposed project team from each firm were present and provided in-depth demonstrations. Following interviews, the EC rescored the three firms.

Revised scores for the three firms were as follows:

Criterion (points)	Proposers		
	Canon	MCCi	Stellar
Qualification of Proposer (15)	11.8	14.0	12.8
Qualifications of Staff (30)	21.3	23.5	25.3
Subcontractor & Workforce Diversity (5)	3.0	3.0	5.0
Narrative/ Architecture (10)	5.7	8.3	8.7
Technical Specifications (20)	11.3	18.3	16.0
System Functionality (30)	19.7	26.7	25.5
End User Experience (10)	5.8	8.8	8.7
Work Plan (40)	25.8	34.0	34.2
Price (40)	40	38.4	37.1
Total	145.0	175.1	173.3

Based on the revised scores, the EC determined that Canon was no longer in the competitive range and elected to request Best and Final Offers (BAFOs) from both MCCi and Stellar. In each BAFO, TriMet requested clarifications to the technical proposals, as well as revised pricing. The BAFOs were received on October 30, 2018. The BAFO process included a daylong session onsite with each vendor to clarify scope and key assumptions.

MCCi's BAFO contained revised pricing reflecting an increased cost in services and in software licensing. Stellar's BAFO contained a reduction in some of its service costs and provided an option for a 7% discount if TriMet purchased the necessary software licenses directly from OpenText, the software vendor.

TriMet anticipates that the cost of purchasing the software licensing and maintenance from OpenText would be less than \$950,000 over an eight-year period and result in a savings of approximately \$25,000.

Following receipt of BAFOs, the EC convened once more to revise scores for the two finalists. The final scoring indicated that Stellar was the highest rated overall proposal, as shown below:

Criterion (points)	Proposers	
	MCCi	Stellar
Qualification of Proposer (15)	14.0	12.8
Qualifications of Staff (30)	23.2	24.3
Subcontractor & Workforce Diversity (5)	3.0	5.0
Narrative/ Architecture (10)	8.3	8.3
Technical Specifications (20)	18.3	16.0
System Functionality (30)	26.8	24.7
End User Experience (10)	8.5	8.0
Work Plan (40)	33.2	34.2
Price (40)	35.2	40
Total	170.5	173.3

The EC decided to have further discussions with MCCi and Stellar prior to making an award, and re-engaged them in order to better understand the functionality of the two solutions in regard to external collaboration. This involved a written response from each, as well as an hour-long interview with EC members. On December 19, 2018, the EC met for a final evaluation of the two finalists. No scores were changed and Stellar remained the highest rated proposal.

The attached Resolution authorizes the award of a contract with Stellar for Enterprise Content Management Software and Implementation Services in an amount not to exceed \$1,900,000. This amount would provide for completion of the first four task orders and fund additional task orders to bring more TriMet divisions into the ECM.

7. Diversity

Stellar is certified as a minority owned business, with a workforce comprised of 37% women and 91% minorities. Stellar will not be subcontracting any of the work under this contract.

8. Financial/Budget Impact

The maximum amount of the contract will be \$1,900,000 over eight (8) years. The first four task orders are included in Legal's FY2019 budget and also will be included in Legal's FY2020 budget. Future maintenance and licensing will be included in IT's budget.

9. Impact if Not Approved

TriMet could re-procure the contract. However, this option is not recommended because Stellar is a well-qualified firm. The RFI and RFP processes resulted in proposals from a wide cross section of the ECM vendor community. Re-procurement is unlikely to result in better competition and would set back TriMet's efforts to modernize its Enterprise Content Management.

RESOLUTION 19-01-06

RESOLUTION OF THE TRI-COUNTY METROPOLITAN TRANSPORTATION DISTRICT OF OREGON (TRIMET) AUTHORIZING CONTRACTS WITH STELLAR SERVICES, INC. FOR ENTERPRISE CONTENT MANAGEMENT SOFTWARE AND IMPLEMENTATION SERVICES

WHEREAS, TriMet has authority under ORS 267.200 to enter into a contract with Stellar Services, Inc. (“Stellar”) for Enterprise Content Management Software and Implementation Services (“the Services”); and

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

WHEREAS, by Resolution dated October 25, 2017, the TriMet Board of Directors (“Board”), adopted a Statement of Policies requiring the Board to approve personal services contracts obligating TriMet to pay in excess of \$500,000;

NOW, THEREFORE, BE IT RESOLVED:

1. That the Contract shall conform with applicable laws; and
2. That the General Manager or his designee is authorized to execute the Contract in an amount not to exceed \$1,900,000.

Dated: January 23, 2018

Attest:

Presiding Officer

Recording Secretary

Approved as to Legal Sufficiency:



Legal Department