

Date: January 22, 2020

To: Board of Directors

From: Doug Kelsey 

Subject: **RESOLUTION 20-01-02 OF THE TRI-COUNTY METROPOLITAN
TRANSPORTATION DISTRICT OF OREGON (TRIMET)
AUTHORIZING A CONTRACT WITH INIT INNOVATIONS IN
TRANSPORTATION, INC. (INIT) FOR SOFTWARE
MAINTENANCE AND ON-CALL SUPPORT**

1. **Purpose of Item**

This Resolution requests that the TriMet Board of Directors (Board) authorize the General Manager or his designee to execute a contract with INIT Innovations In Transportation, Inc. (INIT) for software and on call support of TriMet's Bus Dispatch System.

2. **Type of Agenda Item**

- Initial Contract
 Contract Modification
 Other _____

3. **Type of Contract Procurement**

- Low Bid / Invitation to Bid (ITB)
 Request for Proposals (RFP) (inc. CM/GC)
 Request for Qualifications (RFQ) (Personal Services)
 Other (inc. sole source): Sole Source

4. **Reason for Board Action**

Board authorization is required for all goods or services contracts obligating TriMet to pay in excess of \$1,000,000.

5. **Type of Action**

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

6. **Background**

TriMet's Bus Dispatch System is a mission critical, high priority system. It is essential to TriMet operations and customer service.

The Bus Dispatch System or Computer Aided Dispatch/Automatic Vehicle Location System (CAD/AVL) is comprised of central software that is used by Bus Dispatchers to monitor and manage all active fixed route and paratransit buses. In addition to the central software, each bus has an INIT-supplied on-board hardened computer, operator display, and network router. Each of these devices also contain specialized software known as "firmware." The central software and the firmware are the sole property of INIT. The software and firmware provide TriMet the ability to monitor every bus in real time, provide customers with estimated arrival times, communicate with operators via text message, and provide silent alarm functionality.

In 2009, the Board approved a contract with INIT (Res. No. 09-09-74) to procure and install the central software and the on-vehicle equipment. The contract has a warranty period that provides regular software support, security and operational software patching, and a 24-hour on-call support service. INIT has a west coast headquarters in Seattle, Washington, a national headquarters in Chesapeake, Virginia and an international headquarters in Karlsruhe, Germany. These three locations allow INIT to provide 24-hour on-call support. During the warranty period of the 2009 contract, TriMet received regular software and firmware updates, and utilized the on-call support multiple times with satisfactory results.

This Resolution would authorize a new contract with INIT that will combine the fixed route and paratransit for continued software maintenance and on-call support.

7. **Description of Procurement Process**

The software and firmware supported by this contract is proprietary. TriMet cannot receive software updates or patches from any other vendor. The procurement is a sole source contract.

8. **Diversity**

INIT states that it is committed to being an equal employment opportunity employer and encourages a diverse workforce and inclusive culture. It maintains an affirmative action program to implement its equal employment opportunity policy, and expects its management team to adhere to the company's diversity goals and promote its culture of inclusion. INIT reports that its Seattle workforce consists of 21% minorities and 29% women, and its Virginia workforce consists of 27% minorities and 23% women.

8. **Financial/Budget Impact**

The cost of these INIT services is included in the Information Technology division budget for FY2020-FY2024. The costs are for both fixed route and paratransit software maintenance and on call support. The total cost of the five-year contract is \$4,115,529. The annual costs are \$787,708, \$782,124, \$815,082, \$850,128, and \$880,488. The second year cost drops due to an alignment of fixed route and paratransit costs. Annual cost increases in the contract reflect the projected increases in TriMet's Fixed Route and Paratransit Bus Fleets.

9. **Impact if Not Approved**

If this Resolution is not approved, TriMet would not receive regular security and operational software patches for a mission critical system. TriMet would not have the ability to ask for technical assistance in resolving any failure of the bus dispatch system, which is a critical system that must continue to be patched and maintained 24 hours per day, seven days per week.

RESOLUTION NO. 20-01-02

**RESOLUTION NO. 20-01-02 OF THE TRI-COUNTY METROPOLITAN
TRANSPORTATION DISTRICT OF OREGON (TRIMET) AUTHORIZING A
CONTRACT WITH INIT INNOVATIONS IN TRANSPORTATION, INC. (INIT)
FOR SOFTWARE MAINTENANCE AND ON-CALL SUPPORT**

WHEREAS, TriMet has authority under ORS 267.200 to enter into a contract with INIT Innovations In Transportation, Inc. (INIT) for the procurement of software support services (Contract); and

WHEREAS, the total amount of the Contract exceeds \$1,000,000; and

WHEREAS, by Resolution dated October 25, 2017, the TriMet Board of Directors (Board) adopted a Statement of Policies requiring the Board to authorize goods and services contracts obligating TriMet to pay in excess of \$1,000,000;

NOW, THEREFORE, BE IT RESOLVED:

1. That the Contract shall conform with applicable law.
2. That the General Manager or his designee is authorized to execute the Contract in the amount of not more than \$4,115,530.

Dated: January 22, 2020

Presiding Officer

Attest:

Recording Secretary

Approved as to Legal Sufficiency:



Legal Department

