


Date: March 27, 2024

To: Board of Directors

From: Sam Desue, Jr. 

Subject: **RESOLUTION NO. 24-03-18 OF THE TRI-COUNTY METROPOLITAN TRANSPORTATION DISTRICT OF OREGON (TRIMET) AUTHORIZING A CONTRACT WITH OMNIGO SOFTWARE, LLC FOR A SECURITY INCIDENT MANAGEMENT SYSTEM**

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 (Contract) with Omnigo Software LLC (Omnigo) for the procurement of a Security Incident Management System (SIMS).

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):

4. **Reason for Board Action**

Board authorization is required for all 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 wishes to acquire a Security Incident Management System (SIMS) that multiple Divisions will use to support public safety operations on the transit system. The SIMS is both an incident management and a case management system that will provide TriMet with new security functions, including information intake, triaging and documenting incidents, dispatching field security personnel, investigating public safety events, and comprehensive data analysis.

Historically, TriMet has relied on multiple overlapping systems to respond to various kinds of incidents. The SIMS will be a centralized system for all TriMet public safety reports,

data, and investigations. It also will be essential for the implementation of TriMet’s new Security Operations Center (SOC), which will operate on a 24/7 basis to address both emergency and non-emergency security events. Implementing the SIMS will allow the SOC to be more efficient and accurate in deploying available security personnel, in order to mitigate and resolve incidents at the lowest level possible. Both the SOC and field personnel will use the SIMS to track the response, resolution, and documentation of all incidents.

The SIMS will allow TriMet leadership and designated administrative personnel to utilize dashboard reports to guide innovative, data-driven solutions intended to improve security, safety, and passenger experience on the transit system. TriMet’s Security Operations & Investigations (SOI) Unit also will utilize the SIMS for case management and criminal investigations. The SIMS will allow the SOI Unit to provide investigative support and materials to TriMet, the District Attorney’s Office, and the Transit Police Division.

The SIMS will be an important investment in the technology available to TriMet. Centralizing the management of security incidents in the SIMS will provide opportunities to retire out of date technology and reduce risk by modernizing the legacy systems on which our incident management systems currently are based.

7. **Description of Procurement Process**

TriMet issued an RFP for a Security Incident Management System (SIMS) on December 21, 2023, with proposals due on January 19, 2024. A total of 769 vendors were notified of the RFP via TriMet’s eProcurement System (TriP\$).

TriMet received responsive proposals from Omnigo, Denysys Corporation (Denysys), and Trackit LLC (Trackit). The three proposals were evaluated by a Source Evaluation Committee (SEC) comprised of TriMet staff from the Information Technology (IT) and Safety & Security Divisions.

The evaluation criteria included: (1) qualifications of the proposer; (2) qualifications of staff; (3) workforce diversity; (4) System Functionality and Technical Specifications; (5) understanding of the work; and (6) price. After evaluating the proposals, the SEC did not eliminate any proposers from competition. The SEC then opened the price proposals of all the firms.

Scores from the proposals are summarized below:

	Possible Points	Denysys	Omnigo	Trackit
<u>Evaluation Criteria</u>				
Qualifications of Proposer	10	5.5	9.0	6.5
Qualification of Staff	10	5.8	9.0	6.3
Workforce Diversity	20	13.8	9.8	0.7
System Functionality and Technical Specifications	80	54.5	75	55
Understanding of the Work	40	26.7	37.5	31
Technical Proposal Points . . .	160	106	140.3	99.5
Initial Price Proposal . . .		\$ 1,492,091	\$ 1,486,553	\$653,800

	Possible Points	Denysys	Omnigo	Trackit
Price Proposal Points . . .	40	17.5	17.6	40
Total Points (Score) . . .	200	123.5	157.9	139.5

The SEC then asked all firms to attend interviews to discuss key points of their individual proposals and preview demonstrations of their systems. The SEC held interviews on February 15, 2024 and February 16, 2024.

The overall post-interview scores are summarized below:

	Possible Points	Denysys	Omnigo	Trackit
<u>Evaluation Criteria</u>				
Qualifications of Proposer	10	5.2	9.0	6.5
Qualification of Staff	10	5.8	9.0	6.3
Workforce Diversity	20	13.8	9.8	0.7
System Functionality and Technical Specifications	80	57.8	75	55
Understanding of the Work	40	25.8	37.5	31
Technical Proposal Points . . .	160	108.4	140.3	99.5

After re-evaluating the proposals, the SEC shortlisted Omnigo to the competitive range, and eliminated Denysys and Trackit from competition.

The SEC then asked Omnigo to submit a Best and Final Offer (BAFO) to revise pricing.

Initial Price Proposal Pricing . . . \$1,486,553

BAFO Price Proposal Pricing . . . \$1,376,593

Omnigo's proposal was the highest scored and represented the overall best value to TriMet. The SEC also felt that Omnigo thoroughly demonstrated its ability to respond to TriMet's needs and that it would be able to represent TriMet's interests effectively. In addition, the SEC determined that Omnigo's proposal was fair and reasonable based on its rates being less than TriMet's Independent Cost Estimate (ICE) of \$2,518,835 for a five-year contract term. Accordingly, staff recommends award of the contract to Omnigo.

The proposed contract with Omnigo will be for a five-year term, with TriMet retaining the unilateral option to terminate for convenience for any reason during that period. Price adjustments will be permitted on an annual basis at TriMet's discretion, which will be capped at the Consumer Price Index for all Urban Wage Earners and Clerical Workers (CPI-W) for the Portland-Salem area Western Region. The total amount ultimately paid will be based on TriMet's actual requirements and the goods and services needed during the contract term.

8. **Diversity**

Omnigo has a workforce of 130 employees, of whom 26.5% are female and 12.5% are minorities. Omnigo will self-perform the work under the Contract. Should any subcontracting opportunities arise, TriMet staff will encourage Omnigo to give COVID-certified firms opportunities to participate.

9. **Financial/Budget Impact**

The total amount of the Contract is accounted for in the FY2024 Safety and Security operating budget.

10. **Impact if Not Approved**

If not approved, TriMet will lack a modernized security incident software solution that is designed for public safety. This will severely limit TriMet's ability to dispatch its security teams, document and investigate incidents, analyze data, and otherwise fully utilize the potential of other TriMet security initiatives.

RESOLUTION NO. 24-03-18

**RESOLUTION NO. 24-03-18 OF THE TRI-COUNTY METROPOLITAN
TRANSPORTATION DISTRICT OF OREGON (TRIMET) AUTHORIZING A
CONTRACT WITH OMNIGO SOFTWARE, LLC FOR A SECURITY INCIDENT
MANAGEMENT SYSTEM**

WHEREAS, TriMet has authority under ORS 267.200 to enter into a contract (Contract) with Omnigo Software, LLC (Omnigo) for the procurement of a Security Incident Management System (SIMS); and

WHEREAS, by Resolution No. 22-05-35, dated May 25, 2022, the TriMet Board of Directors (Board) adopted a Statement of Policies requiring the Board to authorize all contracts obligating TriMet to pay in excess of \$1,000,000; and

WHEREAS, the total amount of the Contract exceeds \$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 an amount of \$1,376,593.
3. That the General Manager or his designee is authorized to execute modifications to the Contract to pay for unanticipated additional expenditures in an amount not to exceed \$137,500 (approximately 10%), for a total authorized amount of \$1,514,093, over the Contract's anticipated five-year term.

Dated: March 27, 2024

Presiding Officer

Attest:

Recording Secretary

Approved as to Legal Sufficiency:



Legal Department