

Date: January 25, 2023

To: Board of Directors

From: Sam Desue, Jr.



Subject: **RESOLUTION NO. 23-01-03 OF THE TRI-COUNTY METROPOLITAN TRANSPORTATION DISTRICT OF OREGON (TRIMET) AUTHORIZING A CONTRACT MODIFICATION WITH CONNECTPOINT, INC. (CONNECTPOINT) TO PURCHASE ADDITIONAL DIGITAL INFORMATION DISPLAYS (DIDS) AND RELATED SOFTWARE**

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 modification (Modification) with Connectpoint, Inc. (Connectpoint) for the purchase of additional Digital Information Displays (DIDs) and related software.

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 contract modifications causing contract amounts to exceed amounts previously authorized by the Board.

5. Type of Action

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

6. Background

In July 2019, TriMet issued a Request for Proposals (RFP) to obtain new DIDs and related software for TriMet's stations, platforms and facilities. On October 23, 2019, by Resolution 19-10-88, the Board authorized a five-year, \$3,000,000 contract with Connectpoint for the purchase of this hardware and its proprietary software.

As TriMet upgrades the DIDs throughout the system, the Connectpoint contract has allowed TriMet's use of a single provider to replace existing arrival displays at transit centers and MAX platforms that rely on outdated technology, some of which are almost two decades old and no longer maintainable. Upon completion of the upgrade, the new DID system will provide real-time arrival information, alerts, and custom media at all transit centers and light rail MAX platforms and at many TriMet bus stops, thus expanding access to real-time transit information. The new DID system will enhance TriMet's overall communication strategy and provide a better customer experience.

However, as the new DID system has been implemented, costs associated with the displays have increased. First, while the RFP anticipated purchasing two different ePaper displays,¹ TriMet elected to purchase only one type, which is the superior but more costly unit. Further, in order to complete the ePaper update, TriMet will need to purchase 500 ePaper displays, which is more than originally anticipated.

In addition, unanticipated costs have been incurred due to widespread vandalism, which has required repairs, the purchase of replacement displays, and increased costs associated with adding security shields to both the ePaper and the larger LED displays.

TriMet also intended to purchase 126 large screen LCD Transit Tracker displays, but unanticipated supply chain problems meant that TriMet could not obtain the LCD product. Instead, Connectpoint was able to provide a substitute LED product, but at a higher cost. Finally, TriMet will need to purchase approximately 107 more displays than it previously estimated to complete the project, for a total of 233 LEDs.

For all the above reasons, this Resolution requests the Board's approval of a Modification to increase the original contract amount by \$3,000,000, for a new total amount of \$6,000,000. TriMet estimates that the increase will be sufficient to complete this significant upgrade of the DID system by the end of the contract term in October of 2024.

7. Description of Procurement Process

The original contract was procured via a Request for Proposal process.

8. Diversity

Connectpoint's sixteen-person workforce is 19% minority and 19% female.

9. Financial/Budget Impact

The costs of the DIDs are budgeted as an element of the Public Affairs Division's annual capital budget.

¹ An "ePaper display" is a small solar-powered, energy-efficient, static electronic transit information display, typically installed in bus shelters throughout the system.

10. Impact if Not Approved

The Connectpoint DIDs and software management system are proprietary and cannot be obtained through a different vendor or integrated with another vendor's technology. Unless this Resolution is approved, the Connectpoint contract will terminate prior to completion of the system-wide DID upgrade, and TriMet would need to procure a new contractor to finish the project. Such a procurement would likely result in increased costs for hardware and software, and increase the risk that the DID upgrade will not be timely completed. This could leave many MAX stations and high traffic bus stops with unreliable or non-functional transit tracker screens. Approval of this Resolution is strongly recommended.

RESOLUTION NO. 23-01-03

**RESOLUTION NO. 23-01-03 OF THE TRI-COUNTY METROPOLITAN
TRANSPORTATION DISTRICT OF OREGON (TRIMET)
AUTHORIZING A CONTRACT MODIFICATION WITH
CONNECTPOINT, INC. (CONNECTPOINT) TO PURCHASE
ADDITIONAL DIGITAL INFORMATION DISPLAYS (DIDS) AND
RELATED SOFTWARE**

WHEREAS, TriMet has authority under ORS 267.200 to enter into a contract modification with Connectpoint, Inc. (Connectpoint) for Digital Information Displays (DIDs) and Related Software (Modification); 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 approve contracts obligating TriMet to pay in excess of \$1,000,000; and

WHEREAS, by Resolution 19-10-88, the Board approved a contract with Connectpoint in the amount of \$3,000,000, and the total amount of this Modification exceeds the contract amount previously authorized by the Board;

NOW, THEREFORE, BE IT RESOLVED:

1. That the Modification shall conform with applicable law.
2. That the General Manager or his designee is authorized to execute a Modification of the contract with Connectpoint to increase the contract amount from \$3,000,000 to a new total contract amount of \$6,000,000, through the contract's October 23, 2024 termination date.

Dated: January 25, 2023

Presiding Officer

Attest:

Recording Secretary

Approved as to Legal Sufficiency:

Gregory E. Skillman
Legal Department