

SUBJECT

TransitMaster Software Maintenance and Support Agreement

RECOMMENDATION

To authorize the President and CEO to enter into an agreement with Trapeze Software Group for the ongoing maintenance and support of its TransitMaster brand software, which supports Long Beach Transit's daily bus operations, for a total authorization amount not to exceed \$1,150,163.

BACKGROUND

In July 2002, Long Beach Transit (LBT) implemented TransitMaster, its Computer-Aided Dispatch (CAD) and Automated Vehicle Location (AVL) systems. TransitMaster uses global positioning satellite (GPS) technology to automatically track the location of buses and specific non-revenue vehicles in the system and provide this information to its dispatch/communications center.

TransitMaster provides a number of benefits to LBT customers, including improved bus scheduling, a quicker response to emergency situations, automatic annunciations of upcoming stops for onboard customers and next bus arrival information on the internet, at the stop and via the phone through its Interactive Voice Response (IVR) and text messaging systems.

Since October 2004, LBT has maintained a software agreement with Trapeze Software Group for the maintenance and support of its TransitMaster brand software. Services under the support contract includes 24/7 monitoring and issue resolution, software updates, access to the customer portal, monthly online training sessions, product user forums, system health check, two user conference registrations, one-week onsite consulting by a transit system specialist and license free upgrades. The current software maintenance and support agreement is set to expire on September 30, 2016.

PROCUREMENT

LBT has used the TransitMaster brand software to support its daily bus operations for nearly 15 years with Trapeze Software Group providing support. TransitMaster, which is proprietary software, is only offered by Trapeze Software Group. Due to the proprietary status, this is a sole-source procurement. LBT conducted a thorough cost analysis and, through a negotiation process, was able to reach a fair and equitable price.

This is a three-year, fixed-price contract for a not-to-exceed amount of \$666,227, with two, one-year options totaling \$483,936. The total of the five-year contract is \$1,150,163.

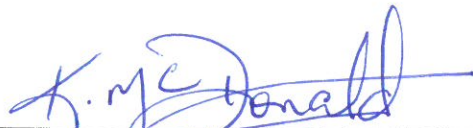
ALTERNATIVES CONSIDERED

The Board could decide not to renew the support contract with Trapeze Software Group. However, that is not a viable option as LBT would not be able to utilize and maintain the TransitMaster software to conduct its daily bus operations.

BUDGETARY/FISCAL IMPACT

Staff is requesting authorization for the President and CEO to enter into an agreement with Trapeze Software Group for the ongoing maintenance and support of its TransitMaster brand software which supports Long Beach Transit's daily bus operations for a total authorization amount not to exceed \$1,150,163.

Funds for the first year of the contract were included in the previously approved FY 2017 Operating Budget. Funds for the four subsequent years will be included in that year's proposed budget for the Board's consideration.



Kenneth A. McDonald
President and Chief Executive Officer