



Board Agenda Item No. 11

July 29, 2021

RECOMMENDED ACTION

To authorize the President and CEO to enter into a three-year contract with two one-year options with Vontas (formerly Trapeze Group Americas) for the ongoing maintenance and support of its TransitMaster brand software, which supports Long Beach Transit's daily bus operations.

STAFF REPRESENTATIVE

Patrick Pham, Executive Director/VP, Information Technology

BACKGROUND

In July 2001 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 several benefits to LBT customers, including bus scheduling, a quicker response to emergency situations, automatic announcements of upcoming stops for onboard customers, next bus arrival information available on the internet, at the bus stop, and via the telephone through its Interactive Voice Response (IVR) and text messaging systems.

To continue utilizing the software, LBT maintains an agreement with Trapeze Software Group for the maintenance and support of the proprietary 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 October 1, 2021.

In April 2021, Trapeze Group Americas (Trapeze) announced the launch of Vontas, its new business division focused exclusively on meeting the Intelligent Transportation Systems (ITS) needs of transit agencies in North America. The contract renewal will be signed by Vontas.

PROCUREMENT

LBT has used the TransitMaster brand software to support its daily bus operations since 2001, with Trapeze Software Group (now Vontas) providing the services. TransitMaster software is only offered by Vontas. Since no other company can provide the TransitMaster software, this is a sole-source procurement.

The contract includes the software licensing and support for three-years at \$826,707, plus two one-year options for \$593,349. This pricing was determined to be fair and reasonable by LBT's



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Purchasing department. The cost is comparable with previous annual support contracts with Trapeze Group.

DBE/SBE PARTICIPATION

A Disadvantaged Business Enterprise (DBE)/Small Business Enterprise (SBE) goal was not set for this contract due to the specialty nature of the TransitMaster product. This software is specialized and offered by Vontas only.

ALTERNATIVES CONSIDERED

The Board could decide not to renew the support contract with Vontas. 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

Funds for the first year of the contract were included in the previously approved Fiscal Year (FY) 2022 Operating Budget. Funds for the four subsequent years will be included in future operating budgets.

The cost breakdown for the contract would be as follows:

Contract Year	
Year One	\$267,413
Year Two	\$275,333
Year Three	\$283,961
Option Year	
Year One	\$292,359
Year Two	\$300,990

Staff will return to the Board for approval to execute each option year.

STAFF RECOMMENDATION

Staff is requesting LBT's Board of Directors to authorize the President and CEO to enter into a three-year contract with two one-year options with Vontas for the ongoing maintenance and support of its TransitMaster brand software which supports Long Beach Transit's daily bus operations, for a three year cost of \$826,707 and two one-year options at \$292,359 for Year 1 and \$300,990 for Year 2.



Kenneth A. McDonald
President and Chief Executive Officer