



**DEPARTMENT OF TRANSPORTATION**

Fresno Area Express Handy Ride

**DATE:** August 14, 2023

**TO:** GEORGEANNE A. WHITE, City Manager  
Office of the City Manager

**THROUGH:** GREGORY A. BARFIELD, Assistant City Manager/Interim Director  
Office of the City Manager/Department of Transportation

**FROM:** SUSAN ROGERS, IS Supervisor  
Department of Transportation

**SUBJECT:** FINDING THAT TRAPEZE SOFTWARE GROUP, INC. DBA VONTAS IS  
UNIQUELY QUALIFIED AND UNIQUELY CAPABLE TO PERFORM A  
HARDWARE & SOFTWARE MAINTENANCE AGREEMENT CONTRACT  
FOR THREE (3) YEARS WITH TWO (2) 1-YEAR OPTIONAL  
EXTENSIONS IN THE AMOUNT OF \$2,168,965

**Executive Summary**

Trapeze Software Group, Inc. dba Vontas (Vontas) is the sole manufacturer of the Computer Aided Dispatch/Automated Vehicle Locator (CAD/AVL) applications currently used by the Department of Transportation/Fresno Area Express (FAX). Vontas is uniquely qualified to provide continued software and hardware maintenance and support services for its CAD/AVL applications, which serve as the primary form of communication between FAX dispatch and FAX buses for vehicle telematics, driver assistance systems, on-time performance, operational changes, and safety. This purchase is for a three-year, with two 1-year optional extensions, software, and hardware maintenance agreement at a cost of \$2,168,965, including software patches and upgrades.

The Vontas technology suite of products, which FAX utilizes as part of its CAD/AVL applications, is proprietary and only accessible to its original vendor Vontas. To continue to receive support for both hardware and software, FAX seeks to enter into a multi-year annual maintenance service agreement with Vontas. The resulting action is defined by the Federal Transit Administration (FTA) as a sole source, non-competitive procurement. This finding is supported by Vontas's unique capability to service the proprietary software and hardware through restricted data rights and patents. An award to any other source would result in substantial duplication of cost to FAX that could not be expected to be recovered through competition.

**Background**

The FTA supports the use of Intelligent Transportation Systems (ITS) to further enhance public transportation through the National ITS Transit Program. The goal of this program is to encourage transit agencies to develop incident, emergency, information management, traveler information, real-time information, and driver assistance systems

to enhance driver and passenger safety. The CAD/AVL system utilized by FAX directly supports this goal.

In 1997, the City Council awarded a contract to Rockwell Collins to provide a CAD/AVL System for FAX's transit system, to improve mobility and accessibility to Fresno residents and to employ the latest technology to meet increased needs of mobility and accessibility. Over a series of acquisitions, this suite of modules was ultimately provided by Trapeze. The initial service agreement was extended several times since 2006 through Council-approved maintenance service agreements with the vendor, Trapeze.

In April 2021, Trapeze Software Group launched a new operating business division, hereafter known as Vontas, to focus specifically on its ITS products. In May 2021, the CAD/AVL products were officially moved to this new division. In April 2022, Council authorized FAX to work with Vontas to upgrade its existing CAD/AVL system from version 15 to version 21, providing FAX with capabilities found in a modern CAD/AVL system.

FAX relies on a CAD/AVL system as the primary form of communication between FAX dispatch and revenue, support, and non-support service vehicles for vehicle telematics, driver assistance systems, on-time performance, operational changes, and safety.

The CAD/AVL system connects the vehicles seamlessly with back-office scheduling and dispatch software. It automatically collects vital data used by dispatchers such as GPS locations, schedule adherence, status, vehicle breakdowns, and emergencies. It also integrates with vehicle head signs, annunciators, and passenger information systems. The upgraded system provides FAX with increased functionality and new features enhancing bus operations and customer experience. Enhancements include the integration of vehicle telematics, and vehicle health, along with vehicle maintenance and dispatch software increasing reliability during revenue service operations.

The upgrade included modern onboard technology to transmit real-time information back to dispatch and has been installed on both fixed route and paratransit vehicles. The old CAD/AVL system was limited and could only transmit basic vehicle telematics and GPS locations every 40-60 seconds. The upgraded system transmits data in real time, enabling additional features not previously possible. This includes turn-by-turn navigation, live operational data, and live vehicle health analytics. Vehicle health analytics allow FAX to predict maintenance needs before catastrophic failure occurs. Additionally, the upgraded system integrates with the onboard automatic passenger counters and transmits real-time passenger loads back to dispatch. In the future, this data can be published in real-time to riders with yet-to-be-determined customer interfaces. Finally, the transmission of real-time data will assist FAX with managing on-time performance and schedule adherence, benefiting the entire system.

The new onboard hardware enhances FAX's incident reporting and emergency services via covert alarm features, increasing safety and security on the fixed route and paratransit system. The system interconnects with the onboard security cameras enabling the use of live CCTV feeds in the event of an emergency. This valuable tool provides FAX police officers with critical information and reduces response times in the event of an emergency.

This software and hardware maintenance service agreement is integral for maintaining FAX's CAD-AVL products which contain proprietary hardware and software only

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accessible to its original vendor, Vontas. Vontas is uniquely capable and uniquely qualified to service the proprietary software and hardware through restricted data rights and patents. An award to any other source would result in substantial duplication of cost to FAX that could not be expected to be recovered through competition. The resulting action is defined by the FTA as a sole source, non-competitive procurement. This finding is supported by Vontas's unique capability to service the proprietary software and hardware through restricted data rights and patents, including software patches and future upgrades.

FAX currently has 123 transit buses, 54 paratransit vehicles, five process-specific workstations, three transit-specific servers, respective software, hardware, and licenses that will be covered under this proposed Maintenance Service Agreement. FAX is currently two months behind on these license fees. This agreement will bring us current and provide for continued maintenance of the system's hardware and software provided by Vontas, the sole provider of the system's proprietary hardware and software.

To be brought up to date, FAX will need to pay \$337,482, with the contract expiring on June 30, 2024. The second year's cost will be \$424,788 which will run through June 30, 2025. The third year's cost will be \$446,088 which will run through June 30, 2026. The fourth year and first option will be \$468,547 which will run through June 30, 2027. The fifth year, the second and final option will be \$492,060 which will run through June 30, 2028, for a total contract cost of \$2,168,965.

## **Analysis**

FAX completed a cost analysis using service agreement awards by Alameda-Contra Costa Transit (AC Transit) in CA, Hampton Roads Transit (HRT) in Norfolk, VA, and OmniTrans in San Bernadino Valley in CA.

In 2013, AC Transit paid \$2,275,588 for a 5-year annual software and hardware maintenance agreement which covered 179 fixed route buses, four workstations, vehicle monitoring, 51 On-Street digital message signs, and GTFS Real Time (R-T) feeds.

In 2017, HRT paid a total of \$2,077,761 for a 5-year annual software and hardware maintenance agreement which provided support service for HRT's CAD/AVL system residing on 133 buses. HRT paid \$376,091 in 2017 for the first year, \$395,130 in 2018 for the second year, and \$414,332 in 2019 for the third and final year of maintenance. HRT also had two 1-year options, including \$435,299 in 2020 and \$456,909 in 2021.

In 2021, OmniTrans paid \$954,680 for a 3-year annual software and hardware maintenance agreement which covered 191 fixed route buses, nine non-revenue vehicles, three Bus-in-a-Box, and two Radio Network Controllers (RNC). OmniTrans paid \$302,904 in 2021 for the first year, \$318,121 in 2022 for the second year, and \$333,655 in 2023 for the third and final year of maintenance.

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Under this proposal, FAX will pay \$2,168,965 for a 3-year with two 1-year optional extensions annual software and hardware maintenance agreement which will cover 123 fixed route buses, 54 paratransit vehicles, four non-revenue vehicles, two Bus-in-a-Box, and two RNCs along with an Automatic Passenger Counter interface, Turn-by-Turn, Device Management, Vehicle Intelligence, and a cellular connection providing GTFS R-T feeds for real-time rider information. The following table describes service costs for each agency.

Agency	Year	Description	3-Year	5-Year
AC Transit	2013	Software and hardware maintenance and support service for 179 fixed route buses, four workstations, vehicle monitoring, 51 On-Street digital message signs, and GTFS R-T feeds	N/A	\$2,275,588
HRT	2017	Software and hardware maintenance and support service for CAD/AVL system residing on 133 buses	\$1,185,553	\$2,077,761
Omni-Trans	2021	Software and hardware maintenance agreement for 191 fixed route buses, nine non-revenue vehicles, three Bus-in-a-Box, and two Radio Network Controllers	\$954,680	N/A
FAX	2023	Software and hardware maintenance agreement for 123 fixed route buses, 54 paratransit vehicles, 4 non-revenue vehicles, 2 Bus-in-a-Box, and 2 Radio Network Controllers, along with an Automatic Passenger Counter interface, Turn-by-Turn, Device Management, Vehicle Intelligence, and a cellular connection providing GTFS R-T feeds for real-time rider information	\$1,208,358	\$2,168,965

Although the service agreements cover different components, this table shows that the differences between the prices paid by AC Transit and HART in 2013 and 2017 are within 5% of what FAX will be paying for its five-year contract.

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FAX has engaged in negotiations for profit information but was unable to obtain this information from Trapeze Software Group, dba Vontas due to "this vendor being a subsidiary of a publicly traded company and is not allowed to release information that is not publicly available as per their parent company's obligations under securities laws".

Trapeze further maintains that they "have established fair and equitable pricing for its customers. Pricing for Fresno was developed by using the operational metrics of Fresno, e.g., number of applicable rolling stock vehicles, number of users of the software. The same pricing formula and operational metrics are applied when quoting similar projects to all Trapeze customers. Furthermore, Trapeze applies the same daily services rates for all projects quoted to our customers, including the rates quoted to Fresno. For clarity, Trapeze has quoted Fresno a project budget that is consistent with what Trapeze would offer to all customers with similar operational metrics for a project with similar scope."

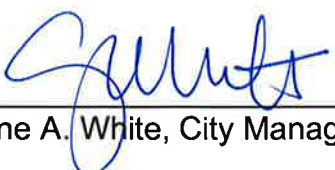
Based on this cost analysis, FAX concludes that the cost of this procurement is fair and reasonable based on recent purchases by FAX and other external agencies.

### **Recommendation**

FAX requests that the City Manager agree that Trapeze Software Group, Inc., dba Vontas, is uniquely capable and uniquely qualified to service the proprietary software and hardware through restricted data rights and patents. An award to any other source would result in substantial duplication of cost to FAX that could not be expected to be recovered through competition. The resulting action is defined by the FTA as a sole source, non-competitive procurement. This finding is supported by Trapeze, dba Vontas's unique capability to service the proprietary software and hardware through restricted data rights and patents. FAX will then seek Council award of a Services Agreement to Trapeze Software Group, Inc., dba Vontas, in the amount of \$2,168,965 plus applicable taxes for a three-year with two 1-year optional extensions contract.

☒ Approve Request

☐ Deny Request:

  
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Georgeanne A. White, City Manager

  
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Date

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