



**DEPARTMENT OF TRANSPORTATION**  
Fresno Area Express Handy Ride

**DATE:** June 8, 2023

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

**THROUGH:** GREGORY A. BARFIELD, Interim Director  
Department of Transportation



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

**SUBJECT:** FINDING THAT TRAPEZE SOFTWARE GROUP, INC. IS UNIQUELY QUALIFIED AND UNIQUELY CAPABLE TO PERFORM A HARDWARE & SOFTWARE MAINTENANCE AGREEMENT CONTRACT FOR THREE (3) YEARS WITH TWO (2) 1-YEAR OPTIONS IN THE AMOUNT OF \$1,189,131.00

### **Executive Summary**

Trapeze Software Group, Inc. (Trapeze) is the sole manufacturer of the existing suite of Transit Passenger Application software products currently implemented and utilized by the Department of Transportation/Fresno Area Express (FAX). Trapeze is uniquely qualified to provide continued maintenance and support services for its Transit Passenger Application suite, which provide FAX's fixed route and paratransit communications integral to its daily operations. This purchase is for a three (3) year with two (2) 1-year options software maintenance agreement at a cost of \$1,189,131.00.

The Trapeze technology suite of products, which FAX utilizes as part of its Computer Aided Dispatch/Automated Vehicle Locator (CAD/AVL) applications, is proprietary and only accessible to its original vendor Trapeze. To continue to receive support for both hardware and software, FAX seeks to enter into a maintenance service agreement with Trapeze. The resulting action is defined by the Federal Transit Administration (FTA) as a sole source non-competitive procurement. This finding is supported by Trapeze'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 services (ITS) to further enhance public transportation through the ITS Transit Program. The goal of this program is to encourage transit agencies to develop incident reporting, emergency service procedures, information management, traveler information, real-time information, perform cost effective operator assignments, and driver assistance systems to enhance driver and

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passenger safety. This suite of Transit Passenger Application products, utilized by FAX, directly supports this goal.

In 1997, the Council awarded a contract to Rockwell Collins to provide a CAD/AVL System for FAX's transit system, with the goal 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, is now provided by Trapeze. The initial service agreement has been extended several times since 2006 through Council approved maintenance service agreements with the vendor, Trapeze.

To assist with providing a more efficient paratransit service to Fresno residents, FAX utilized the City of Fresno's RFP process, and with Council approval, purchased the first of its, now, eleven (11) Transit Passenger Application products and respective maintenance agreements through Trapeze.

These 11 transit modules make up the Transit Passenger Application system consisting of various Trapeze hardware and software. These modules have a direct impact on passenger scheduling, transit efficiency, route on-time performance, and passenger safety. They assist with the department's on-board ADA (Americans with Disabilities Act) announcements, and real-time passenger information which enables FAX to communicate with customers and improve customer support and safety. They enhance FAX's incident reporting, emergency services via covert alarm features, intelligent decision support, human resource and payroll, information management, bus stop management, automated vehicle monitoring, generation of operator assignments, union rule compliance, paratransit scheduling, route management for client registration, trip booking, real-time traveler information, and driver assistance systems to improve driver and passenger safety necessary to support the Federal Transit Administration (FTA) Intelligent Transportation Systems (ITS) goals.

This Maintenance Service Agreement is integral for maintaining FAX's Transit Passenger Application suite of products which contain proprietary hardware and software only accessible to its original vendor Trapeze. Trapeze 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's unique capability to service the proprietary software and hardware through restricted data rights and patents.

FAX currently has 126 transit buses, 53 paratransit vehicles, 5 process specific workstations, 3 transit specific servers, respective software, hardware, and licenses that will be covered under this proposed Maintenance Service Agreement. FAX is currently twelve (12) 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 Trapeze, the sole provider of the system's proprietary hardware and software.

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To be brought up to date, FAX will need to pay \$217,125 with the contract expiring on June 30, 2023. The second year's cost will be \$225,517 which will run through June 30, 2024. The third year's cost will be \$236,793 which will run through June 30, 2025. The fourth year and first option will be \$248,633 which will run through June 30, 2026. The fifth year, second and final option will be \$261,063 which will run through June 20, 2027, for a total contract cost of \$1,189,131.00.

**Analysis**

FAX completed a cost analysis using awards from Heart Transit (HART) in Danbury, CT; Dayton Regional Transit Authority (RTA) in Dayton, OH; and Rochester-Genesee Regional Transportation Authority (RGRTA) in Rochester, NY. The below tables show the software and hardware comparisons between HART, RTA, and RGRTA for the modules requesting software and hardware maintenance.

The cost analysis was performed on each individual module where information could be found to complete the analysis.

Module FX/Blockbuster				
Agency	Year	Description	Yr 1	Yr 2
Rochester-Genesee (RGRTA)	2014	Up to 300 (250 Actual) Peak Vehicles and 4 workstations	\$42,266	\$43,534
City of Heart (HART)	2019	Up to 200 (150 ACTUAL) Peak Vehicles and 3 workstations	\$59,808	\$62,798
Dayton Transit (RTA)	2020	Up to 225 (200 ACTUAL) Peak Vehicles and 3 workstations	\$69,593	\$71,681
Fresno Area Express (FAX)	2022-23	Up to 110 Peak Vehicles and 1 workstation	\$32,647	\$34,279

In comparing the purchase of the FX/Blockbuster module with HART, RTA, and RGRTA it was found that, in 2019 HART paid \$299 per peak vehicle, in 2020 RTA paid \$309 per peak vehicle, in 2014 RGRTA paid \$140.89 per peak vehicle and in 2022 FAX will pay \$296 per peak vehicle. This shows that the difference between the price paid by HART in 2019 is within 5% of what FAX will be paying in 2022.

Module OPS				
Agency	Year	Description	Yr 1	Yr 2
Rochester-Genesee (RGRTA)	2014	Up to 400 Total Employees	\$62,723	\$64,605
City of Heart (HART)	2019	Up to 360 Total Employees	\$57,626	\$60,507
Dayton Transit (RTA)	2020	Up to 450 Total Employees	\$59,866	\$61,661
Fresno Area Express (FAX)	2022-23	Up to 300 Total Employees	\$47,280	\$49,644

In comparing the purchase of the OPS module with HART, RTA, and RGRTA it was found that, in 2019 HART paid \$168 per employee, in 2020 RTA paid \$137 per employee, in 2014 RGRTA paid \$161 per employee and in 2022 FAX will pay \$157 per employee. This shows that the difference between the price paid by RTA in 2020 is within 5% of what FAX will be paying in 2022.

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Module OPS-SIT				
Agency	Year	Description	Yr 1	Yr 2
Rochester-Genesee (RGRTA)	2014	Up to 300 Total Employees	\$3,524	\$3,629
City of Heart (HART)	2019	Up to 360 Total Employees	\$6,291	\$6,605
Dayton Transit (RTA)	2020	Up to 450 Total Employees	\$8,274	\$8,522
Fresno Area Express (FAX)	2022-23	Up to 260 Total Employees	\$5,130	\$5,387

In comparing the purchase of the OPS-SIT module with HART, RTA, and RGRTA it was found that, in 2019 HART paid \$18.35 per employee, in 2020 RTA paid \$18.94 per employee in 2014 RGRTA paid \$12.10 per employee and in 2022 FAX will pay \$19.73 per employee. This shows that the difference between the price paid by RTA in 2020 is within 5% of what FAX will be paying in 2022.

Module FX-MON				
Agency	Year	Description	Yr 1	Yr 2
Rochester-Genesee (RGRTA)	2014	Up to 300 (250 Actual) Peak Vehicles and 4 workstations	\$11,373	\$11,714
City of Heart (HART)	2019	Up to 200 (150 ACTUAL) Peak Vehicles	\$15,649	\$16,431
Dayton Transit (RTA)	2020	Up to 250 (200 ACTUAL) Peak Vehicles and 3 workstations	\$18,329	\$18,879
Fresno Area Express (FAX)	2022-23	Up to 110 Peak Fixed Route Vehicles	\$10,902	\$11,447

In comparing the purchase of the FX-MON module with HART, RTA, and RGRTA it was found that, in 2019 HART paid \$109 per peak vehicle, in 2020 RTA paid \$94 per peak vehicle, in 2014 RGRTA paid \$46 per peak vehicle and in 2022 FAX will pay \$99 per peak vehicle. This shows that the difference between the price paid by RTA in 2020 is within 5% of what FAX will be paying in 2022.

Module PASS				
Agency	Year	Description	Yr 1	Yr 2
Rochester-Genesee (RGRTA)	2014	10 workstations and up to 850 booked trips	\$19,879	\$20,475
City of Heart (HART)	2019	10 workstations and up to 581 booked trips	\$35,894	\$37,688
Dayton Transit (RTA)	2020	4 workstations and up to 100 booked trips	\$2,867	\$29,517
Fresno Area Express (FAX)	2022-23	9 workstations and up to 1018 booked trips	\$34,905	\$36,650

In comparing the purchase of the PASS module with HART, RTA, and RGRTA it was found that, in 2019 HART paid \$23.84 per booked trip, in 2020 RTA paid \$32.80 per booked trip, in 2014 RGRTA paid \$24.09 per booked trip and in 2022 FAX will pay \$34.29 per booked trip. This shows that the difference between the price paid by RTA in 2020 is within 5% of what FAX will be paying in 2022.

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Module PASS MON				
Agency	Year	Description	Yr 1	Yr 2
Rochester-Genesee (RGRTA)	2014	Up to 34 Paratransit Vehicles	\$11,525	\$11,870
City of Heart (HART)	2019	Up to 42 Paratransit Vehicles	\$16,254	\$17,066
FT Collins	2011	Up to 35 Paratransit Vehicles	\$10,885	
Fresno Area Express (FAX)	2022-23	Up to 53 Paratransit Vehicles	\$21,423	\$22,494

In comparing the purchase of the PASS MON module with HART and RGRTA it was found that, in 2019 HART paid \$387 per paratransit vehicle, in 2011 FT. Collins paid \$311 per paratransit vehicle, in 2014 RGRTA paid \$339 per paratransit vehicle, and in 2022 FAX will pay \$404 per paratransit vehicle. This shows that the difference between the price paid by HART in 2019 is 24% of what FAX will be paying in 2022. This difference can be attributed to the increase in CPI, time and difference in the quantity of vehicles.

Module PASS COM				
Agency	Year	Description	Yr 1	Yr 2
Rochester-Genesee (RGRTA)	2014	Up to 850 booked paratransit trips	\$4,525	\$4,870
City of Heart (HART)	2019	Up to 581 booked paratransit trips	\$3,352	\$3,519
Fresno Area Express (FAX)	2022-23	Up to 1018 booked paratransit trips	\$5,957	\$6,254

In comparing the purchase of the PASS COM module with HART and RGRTA it was found that, in 2019 HART paid \$5.77 per booked paratransit trip, in 2014 RGRTA paid \$5.32 per booked paratransit trip and in 2022 FAX will pay \$5.85 per booked paratransit trip. This shows that the difference between the price paid by HART in 2019 was within 5% of what FAX will be paying in 2022.

FAX has engaged in negotiations for information regarding profit but were unable to obtain this information from Trapeze Software Group 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 upon recent purchases by FAX and other external agencies.

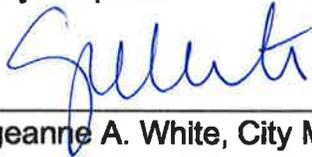
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**Recommendation**

FAX requests that the City Manager agree that Trapeze Software Group, Inc., 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'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. in the amount of \$1,189,131.00 plus applicable taxes for a three-year with two 1-year options contract.

Approve Request

Deny Request:



6/19/03

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Georgeanne A. White, City Manager

Date

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