

RESOLUTION NO. 2025-25

AUTHORIZING CONTRACT NO. 2024-179 WITH GENFARE, LLC TO PROVIDE FAREBOX COLLECTION SOFTWARE SUPPORT SERVICES FOR A PERIOD OF ONE YEAR IN AN AMOUNT NOT TO EXCEED \$61,425.00 WITH TWO, ONE-YEAR OPTIONS IN AMOUNTS NOT TO EXCEED \$63,268.00 AND \$65,166.00, RESPECTIVELY, FOR A TOTAL CONTRACT AMOUNT NOT TO EXCEED \$189,859.00 (GENERAL FUND, MANAGEMENT INFORMATION SERVICES DEPARTMENT BUDGET)

WHEREAS, the Greater Cleveland Regional Transit Authority ("Authority") currently utilizes Genfare, LLC ("Genfare") licensed proprietary products for its fare collection on all of the Authority's buses and trains; and

WHEREAS, the software on Genfare fareboxes is proprietary to Genfare, the original provider and installer of this software; and

WHEREAS, the Authority upgraded to the necessary data system in 2023, allowing the Authority to enter into a maintenance agreement with Genfare; and

WHEREAS, Genfare has offered to provide gold tier support for the Authority's farebox collection software; and

WHEREAS, R.C. 306.43(H)(3) provides that competitive procedures are not required when the expenditure is for a renewal or renegotiation of a lease or license for telecommunications or electronic data processing equipment, services, or systems, or for the upgrade of such equipment, services, or systems, or for the maintenance thereof as supplied by the original source or its successors or assigns; and

WHEREAS, the offer from Genfare, located at 800 Arthur Avenue, Elk Grove Village, IL 60007, to provide software support services for a period of one year in an amount not to exceed \$61,425.00 with two, one-year options in amounts not to exceed \$63,268.00 and \$65,166.00, respectively, for a total contract amount not to exceed \$189,859.00 was received; and

WHEREAS, the General Manager, Chief Executive Officer deems the offer from Genfare, as negotiated, to provide software support services for the Authority's fare collection boxes for a period of one year with two, one-year options to be in the best interest of the Authority and recommends acceptance thereof by the Board of Trustees.

NOW, THEREFORE, BE IT RESOLVED by the Board of Trustees of the Greater Cleveland Regional Transit Authority, Cuyahoga County, Ohio:

Section 1. That the offer from Genfare, as negotiated, to provide software support services for the Authority's fare collection boxes for a period of one year with two, one-year options be and the same is hereby accepted.

Section 2. That the General Manager, Chief Executive Officer of the Authority be and she is hereby authorized to enter into a contract with Genfare, as negotiated, to provide software support services for the Authority's fare collection boxes for a period of one year with two, one-year options.

Section 3. That said contract will be funded through the General Fund, Management Information Services Department budget, in an amount not to exceed \$61,425.00 for one year with two, one-year options in amounts not to exceed \$63,268.00 and \$65,166.00, respectively, for a total contract amount not to exceed \$189,859.00.

Section 4. That said contract shall be binding upon and an obligation of the Authority contingent upon future funding, compliance by the contractor to the specifications and addenda, if any; the Affirmative Action Plan adopted by the Board of Trustees; bonding and insurance requirements and all applicable laws relating to contractual obligations of the Authority.


Section 5. That the Authority's Board of Trustees expects that Genfare will attempt to exceed the 0% DBE goal assigned to this procurement.

Section 6. That this resolution shall become effective immediately upon its adoption.

Adopted: February 25, 2025



President

Attest: 

Secretary-Treasurer



<p>TITLE/DESCRIPTION: CONTRACT: GENFARE SUPPORT AGREEMENT</p> <p>VENDOR: GENFARE, LLC</p> <p>AMOUNT: NOT TO EXCEED \$61,425.00 FOR A PERIOD OF ONE YEAR WITH TWO, ONE-YEAR OPTIONS IN AMOUNTS NOT TO EXCEED \$63,268.00 AND \$65,166.00, RESPECTIVELY, FOR A TOTAL CONTRACT AMOUNT NOT TO EXCEED \$189,859.00</p>	<p>Resolution No.: 2025-25</p> <p>Date: February 20, 2025</p> <p>Initiator: Management Information Services</p>
<p>ACTION REQUEST:</p> <p><input checked="" type="checkbox"/> Approval <input type="checkbox"/> Review/Comment <input type="checkbox"/> Information Only <input type="checkbox"/> Other _____</p>	

- 1.0 **PURPOSE/SCOPE:** This action will allow the Greater Cleveland Regional Transit Authority ("Authority") to enter into a contract with Genfare, LLC ("Genfare") to provide software support services for our fare collection equipment for a period of one year with two, one-year options.
- 2.0 **DESCRIPTION/JUSTIFICATION:** The Authority currently utilizes Genfare for both hardware and software related to fare collection throughout the transit network. The Authority could not enter into a maintenance agreement with Genfare until the system was upgraded. That upgrade has been completed. The Revenue Department learned that Genfare will be migrating its data storage to a cloud solution. Agencies with support agreements will receive this migration at no additional cost. Additionally, the Genfare support agreement brings priority customer service support/ticketing and should increase the responsiveness of Genfare. Revenue Department staff are currently managing any probing errors manually. This agreement will allow Genfare to assist with error handling.
- 3.0 **PROCUREMENT BACKGROUND:** R.C. 306.43(H)(3) provides that competitive procedures are not required when the expenditure is for a renewal or renegotiation of a lease or license for telecommunications or electronic data processing equipment, services, or systems, or for the upgrade of such equipment, services, or systems, or for the maintenance thereof, as supplied by the original source or its successors or assigns. Genfare is the original provider of the Authority's fare collection boxes and developed the software on a proprietary basis. The Authority has an ongoing need to have its fare collection boxes' software serviced and maintained.

The Procurement Department requested a proposal from Genfare on November 25, 2024. Genfare offered to provide their gold tier support for the Authority's fareboxes for a period of one year in an amount not to exceed \$61,425.00 with two, one-year options in amounts not to exceed \$63,268.00 and \$65,166.00, respectively, for a total contract amount not to exceed \$189,859.00. The Management Information Services, Revenue, and Procurement Departments reviewed the proposal for adherence to the technical requirements. The proposal submitted by Genfare, as negotiated, is approximately 20% below the independent cost estimate of \$236,511.00.

A cost analysis has been performed, and the Procurement Department has determined that the negotiated price is fair and reasonable to the Authority.

- 4.0 **AFFIRMATIVE ACTION/DBE BACKGROUND:** All Affirmative Action requirements have been met. A 0% DBE goal was established for this procurement due to the lack of certified DBE firms.

- 5.0 **POLICY IMPACT:** Does not apply.
- 6.0 **ECONOMIC IMPACT:** This contract shall be payable through the General Fund, Management Information Services budget, in an amount not to exceed \$61,425.00 for a period of one year with two, one-year options in amounts not to exceed \$63,268.00 and \$65,166.00, respectively, for a total contract amount not to exceed \$189,859.00
- 7.0 **ALTERNATIVES:** Reject this offer. Rejection of this offer would leave the Authority's fare collection box's software supported with only legacy support, thereby slowing down maintenance and operations of our fare collection equipment.
- 8.0 **RECOMMENDATION:** It is recommended that the offer from Genfare be accepted and the resolution adopted authorizing the General Manager, Chief Executive Officer to enter into a contract.
- 9.0 **ATTACHMENTS:** None

Recommended and certified as appropriate to the availability of funds, legal form and conformance with the Procurement requirements.



General Manager, Chief Executive Officer