

RESOLUTION NO. 2025-78

AUTHORIZING CONTRACT NO. 2025-081 WITH TRAPEZE SOFTWARE GROUP, INC. TO PROVIDE PARATRANSIT SOFTWARE MAINTENANCE & SUPPORT SERVICES FOR A THREE-YEAR PERIOD IN AN AMOUNT NOT TO EXCEED \$2,005,421.00 (GENERAL FUND, INFORMATION TECHNOLOGY DEPARTMENT BUDGET)

WHEREAS, the Greater Cleveland Regional Transit Authority ("Authority") requires continued maintenance and support of its dispatch and scheduling software for Paratransit operations; and

WHEREAS, Trapeze Software Group, Inc. ("Trapeze") is the original developer and installer of these proprietary software products and has agreed to continue providing support for those products; 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 of Trapeze, located at 5265 Rockwell Drive NE, Cedar Rapids, Iowa 52402, to provide said services at a total price not to exceed \$2,005,421.00 for the three-year period, to be payable in annual amounts of \$628,538.00, \$667,643.00 and \$709,240.00, respectively, was agreed upon; and

WHEREAS, the General Manager, Chief Executive Officer deems the offer from Trapeze to provide licensing, maintenance and support services for the Authority's Paratransit software applications for a three-year period 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 Trapeze, as negotiated, to provide maintenance and support services for the Authority's dispatch and scheduling software for Paratransit operations for a three-year period be and the same is hereby accepted.

Section 2. That the General Manager, Chief Executive Officer be and she is hereby authorized to enter into a contract with Trapeze to provide said services for a three-year period.

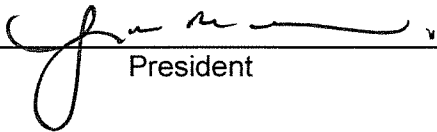
Section 3. That said contract will be funded through the General Fund, Information Technology Department budget, for a three-year period at an annual rate of \$628,538.00, \$667,643.00 and \$709,240.00 respectively, for a total contract amount not to exceed \$2,005,421.00.

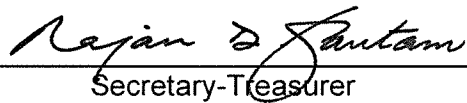
Section 4. That said contract shall be binding upon and an obligation of the Authority contingent upon future funding, compliance by the contractor with the specifications and addenda, if any; bonding and insurance requirements and all applicable laws relating to contractual obligations of the Authority.

Section 5. That the Greater Cleveland Regional Transit Authority's Board of Trustees expects that Trapeze will attempt to exceed the 0% minimum DBE goal assigned to this procurement.

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

Adopted: July 15, 2025

  
\_\_\_\_\_  
President

Attest:   
\_\_\_\_\_  
Secretary-Treasurer



<b>TITLE/DESCRIPTION:</b> <b>CONTRACT:</b> TRAPEZE PARATRANSIT SOFTWARE MAINTENANCE & SUPPORT  <b>VENDOR:</b> TRAPEZE SOFTWARE GROUP, INC.  <b>AMOUNT:</b> NOT TO EXCEED \$2,005,421.00 FOR A THREE-YEAR PERIOD	<b>Resolution No.:</b> 2025-78
	<b>Date:</b> July 10, 2025
	<b>Initiator:</b> Information Technology Department
<b>ACTION REQUEST:</b> <input checked="" type="checkbox"/> Approval <input type="checkbox"/> Review/Comment <input type="checkbox"/> Information Only <input type="checkbox"/> Other _____	

- 1.0 **PURPOSE/SCOPE:** This action will allow the Greater Cleveland Regional Transit Authority ("Authority") to enter into an agreement with Trapeze Software Group, Inc. ("Trapeze") for the renewal of its Paratransit software maintenance and support for a three-year period.
- 2.0 **DESCRIPTION/JUSTIFICATION:** The Authority requires vendor support of its Trapeze software products for Paratransit operations. This support allows the Authority to retain fully functional software solutions that can be adapted to meet its business needs. Critical products requiring support under this agreement include:
- Customer Information – provides customer trip planning itineraries, along with bus/rail timetables
  - Customer Communication – provides a method to track and respond to customer concerns. Customers can access and perform activities related to Paratransit, trip information, and client communication via the internet and telephone without staff intervention.

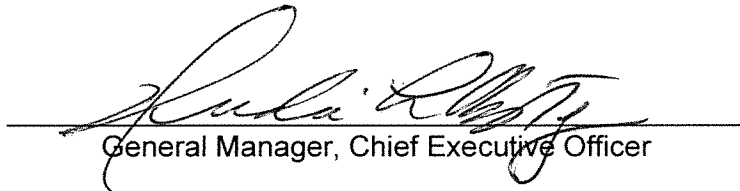
Vendor support services include 24/7 support access, an online knowledge base, access to user forums, new software releases, enhancement updates and software bug fixes, standard documentation, and basic user training and certification.

- 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. Trapeze developed these software products on a proprietary basis and is the only source for licensing, maintenance, support, training, development, upgrades and any other services regarding its software. The software products and support are necessary for ADA and FTA compliance.

The Authority has an ongoing need for licensing, maintenance, and support for its Trapeze software products used in Paratransit operations. Trapeze has offered to provide these services at a negotiated amount not to exceed \$2,005,421.00 for a three-year period. The proposal from Trapeze was reviewed by the Information Technology Department for adherence to technical requirements. A cost analysis was performed, and the Procurement Department has determined that the price is fair and reasonable to the Authority.

- 4.0 DBE BACKGROUND: 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, Information Technology Department budget, for a three-year period at an annual rate of \$628,538.00, \$667,643.00 and \$709,240.00 respectively, for a total contract amount not to exceed \$2,005,421.00.
- 7.0 ALTERNATIVES: Reject this offer. Rejection of this offer would leave the Trapeze Paratransit software applications unlicensed and unsupported, which would jeopardize the functionality of critical software systems vital to providing Paratransit services to our community.
- 8.0 RECOMMENDATION: This procurement was discussed by the Board of Trustees at the July 1, 2025 Organizational, Planning & Infrastructure Committee meeting. It is recommended that the offer from Trapeze 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