**Greater Cleveland Regional Transit Authority**

# Ultramain Software Maintenance, Support and Hosting

## Presented to:

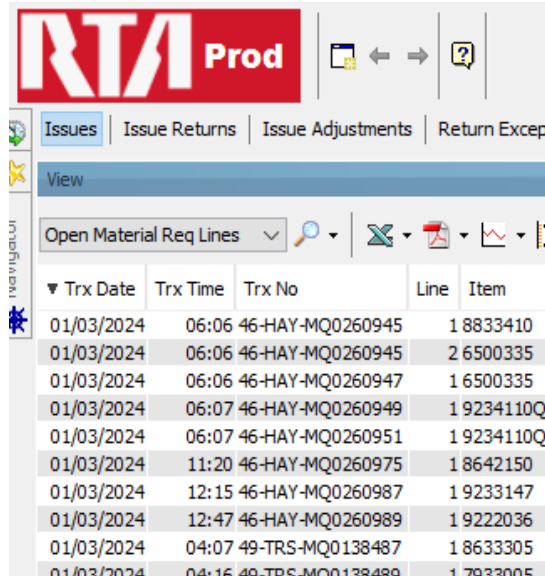Organizational, Services & Performance Monitoring Committee

January 9, 2024

# Project Overview

- Ultramain Systems Incorporated (USI) has been RTA's maintenance and supply chain provider for approximately 20 years
  - Established relationship
- Service agreement guarantees
  - Software and server environment support
  - System upgrades
  - Timely customer support
  - Software patches

# Project Overview

- Three (3) Year agreement

- Software Support and Maintenance
  - Software updates
  - Issues resolution and patching

- Software Hosting
  - Manage multiple server environments
  - Disaster Recovery

# Ultramain Software





- Software utilized for facilities and vehicle maintenance
  - Work Orders and Packaging
  - Approximately 140,000 transactions a year with multiple task
  - Scheduled preventative maintenance
  - Condition Tracking
- Inventory parts demand and purchasing
  - Processes 25,000 transactions each month
  - Transactions include: suggested orders, stock requisitions, purchase order receipts, issues, issue returns, transfer requests, transfers, transfer receipts, disposals, material requisitions, and location changes)

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# Procurement Overview

Non-competitive purchase with Ultramain Systems Inc.

- R.C. 306.43 H(3)

  - Competitive procedures are not required when the expenditure is for a renewal or re-negotiation 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

# Procurement Overview

- Procurement requested a proposal September 21, 2023
- A proposal was received September 28, 2023
- A 0% DBE goal was assigned to this project
- Proposal was reviewed by representatives from the Information Technology and Procurement Departments

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# Procurement Overview

## Firm's Experience

- Specialize in best-in-class M&E/MRO software

- Pioneers in paperless maintenance for asset management and supply chain software

- Proven solution with over 35 years in operation

- Support software for airlines, aerospace and transit

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# Procurement Overview

| Year | Amount |
|------|--------|
| 2024 | $566,463 |
| 2025 | $588,581 |
| 2026 | $611,587 |
| **Total** | **$1,766,631** |

# Procurement Overview

Recommendation:

- Staff requests that the Organizational, Services and Performance Monitoring Committee recommend to the Board of Trustees the award for Ultramain Software Maintenance, Support and Hosting services to Ultramain Systems, Inc. in a negotiated contract amount not to exceed $1,766,631.00 for a period of three years.  This amount is approximately 2% below the independent cost estimate.

# Questions