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**REPORT TITLE:**      **Supply of Trapeze PASS Transit Scheduling and Dispatch Software Licensing, Maintenance, Support and Professional Services Document 2021-539N**

**FROM:**                      Sean Baird, Commissioner of Service Excellence and Innovation

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## **RECOMMENDATION**

**That a contract (Document 2021-539N) for the supply of Trapeze PASS transit scheduling and dispatch software licensing, maintenance, support and professional services be awarded to Trapeze Software, Inc. in the estimated amount of \$260,000 (excluding applicable taxes), for a contract period of 12-months pursuant to Procurement By-law 30-2018, as amended;**

**And further, that authority be granted to renew the contract on an annual basis (or for multiple years at a discounted rate) for ongoing licensing, maintenance, support, and professional services and to increase the contract to procure additional modules, licensing, any system upgrades, and professional services for the lifecycle of the solution, subject to satisfactory performance, price and approved budget.**

## **REPORT HIGHLIGHTS**

- The Trapeze PASS Software and its associated software modules are currently used by Region of Peel to facilitate bookings of rides and calculation of trip lengths and distances for accurate scheduling for the Region's TransHelp clients .
- The software was purchased and installed in 2009 pursuant to Council Resolution 2009-1163.
- The system is customized and expandable to include various modules as per the needs and requirements of the Region.
- Annual renewals are required to continue receiving maintenance, support and license subscription for the software from the Vendor.
- The Trapeze PASS Software is proprietary to Trapeze Software, Inc. and licensing, maintenance and support is only available direct from the manufacturer.

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## **DISCUSSION**

### **1. Background**

The Trapeze PASS software and its associated software modules have been used by the Region of Peel's Transportation group for over 10 years pursuant to Council Resolution 2009-1163. The shift to an Automatic Vehicle Locator (AVL) system had created a real-time dispatching environment with the need for immediate and up to date information to be communicated regularly to passengers. This system facilitates bookings of rides, calculates trip lengths and distances for accurate scheduling for the Region's Transhelp clients residing

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in the Region of Peel. The system's scheduling and dispatching functionality supports the Agency's transportation management efforts by streamlining and advancing the client registration and reservation process through automation thereby reducing manual processes to allow delivery of accurate trip duration and arrival time information. This system provides optimal transit experience for the Region's Transhelp clients by making transit more flexible, efficient and passenger focused.

The system is customized and expandable to include various modules as per the needs and requirements of the Agency. The Trapeze system currently facilitates up to 2000 booked trips daily and serving up to 6500 registered clients.

The continued enhancements to the system over the past several years have provided real-time dispatching environment functionality which provides customers with seamless experience of having better access to their trips and updated travel information.

The following modules are included in the system:

- Trapeze PASS
- Trapeze PASS COM
- Trapeze PASS CT
- Trapeze PASS SUS
- Trapeze PASS CERT
- Trapeze PASS WEB
- Trapeze PASS IVR (cc/callbacks/surveys)
- Trapeze PASS MON
- Trapeze PASS Info Server (CC/Update)
- Xgate, XMM, Mobility, AVL
- Viewpoint-RT

The current contract term expires in February 2022, and in order to ensure uninterrupted support for the software, approval is requested to renew the support agreement for a period of 12-months with an option to renew annually (or for multiple years at a discounted rate) for as long as the system is required.

Trapeze PASS software and all the associated modules are proprietary to Trapeze Software Inc. who is the manufacturer and sole provider of the software. Continued proprietary licensing, maintenance and support is required for the operation of the system. Based on continued successful operation, staff conclude that the continued licensing and support plan of the Vendor is acceptable and provides good value to the Region of Peel.

## **2. Procurement Process**

This is a non-competitive procurement process and requires Regional Council approval. The process to award this contract is in compliance with the Procurement By-Law 30-2018.

In accordance with and Procurement By-Law 30-2018, section 5.2.1 and Amending By-Law 4-2020, which authorizes the award of direct negotiation procurements for goods and services that are reasonably available from only one source by reason of the scarcity of supply in the market or the existence of exclusive rights held by any vendor or the need for compatibility with goods and services previously acquired and there are no reasonable alternatives or substitutes.

## **FINANCIAL IMPLICATIONS**

There are sufficient funds in the Operating Cost Centre: CE60105 – 23560.

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