



Legislation Text

File #: [21-0523], Version: 1

Authorize the Town Manager to Negotiate and Execute a Sole Source Contract for Software Modules and Implementation Services from Trapeze Software Group, Inc.

Staff:

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Department:

Transit

Overview: In an effort to meet advisory committee (EZ Rider Advisory Committee, EZRAC) and customer needs, Transit needs to purchase new software modules to provide customers options when scheduling trips and providing real-time arrival information to EZ Rider customers.



Recommendation(s):

That the Council authorize the Town Manager to negotiate and execute a sole source contract to purchase software modules and implementation services from Trapeze Software Group, Inc.

Decision Points:

- Sole source purchases must be approved by the governing board of a political subdivision of the State pursuant to [N.C.G.S. 143-129\(e\) \(6\)](#).

Background

EZ Rider is a shared-ride, public transportation for individuals with a disability or health condition that prevents them from using Chapel Hill Transit's fixed-route bus services for some or all of their trips. This program was developed to comply with the federal Americans with Disabilities Act of 1990 (ADA).

The referenced contract will allow the Town of Chapel Hill to purchase new software modules that will integrate with existing proprietary software which the Town has been using since 2008. The contract will include installation support and training.

- The new modules provide the following benefits to Chapel Hill Transit and to Chapel Hill Transit customers:
 - PASS - WEB -
 - Enables customers to confirm, cancel, or book trips online without the need to speak with a reservationist
 - Customers can book trips 24 hours a day through common desktop browser applications
 - Customers can review and edit Client Information
 - Real-time arrival details
 - Increases efficiencies for the agency and customers reducing demand on reservations staff
 - Decreases opportunities for human error in trip scheduling
 - Notifications -
 - Uses interactive voice response (IVR) technology to enable customers, caregivers

and service providers to request, book, confirm or cancel trips without the need to speak with a reservationist.

- Agency can automate callback or email reminders to help minimize no-shows and driver wait times.

Key Issues:

- The software modules must integrate with the proprietary supporting software. The software vendor (Trapeze) is the only source for these software modules.
- The EZ Rider Advisory Committee (EZRAC) has established priorities to establish online trip booking and text/email/phone notification of scheduled trip arrival.
- Trapeze PASS Software Modules are the continued development of a highly specialized and proprietary product.

Fiscal Impact/Resources: The estimated cost for this purchase is \$114,299. The purchase will be funded 80% by a Federal Transit Administration (FTA) grant with the 20% local match provided by the Transit Fund. The grant has pre-award authority through the FTA. Grant will be brought to Town Council to be recognized and adopted in the budget in the near future.



Attachments:

- Resolution

A RESOLUTION AUTHORIZING THE TOWN MANAGER TO NEGOTIATE AND EXECUTE A SOLE SOURCE CONTRACT TO PURCHASE SOFTWARE MODULES AND IMPLEMENTATION SERVICES FROM TRAPEZE SOFTWARE GROUP, INC. (2021-06-09/R-5)

WHEREAS, the Town of Chapel Hill is responsible for providing quality demand-response transportation services to meet federal requirements and local policies; and

WHEREAS, the EZ Rider Advisory Committee (EZRAC) has established priorities to establish online trip booking and text/email/phone notification of scheduled trip arrival; and

WHEREAS, to continue providing quality demand-response transportation services and meet the needs of the EZ Rider Advisory Committee (EZRAC), software modules must be added to the current supporting software; and

WHEREAS, the software modules needed must integrate with the supporting software and Trapeze Software Group, Inc. is the only source for these software modules; and

WHEREAS, sole source purchases must be approved by the governing board of a political subdivision of the State pursuant to [N.C.G.S. 143-129\(e\) \(6\)](#)

<http://www.ncga.state.nc.us/gascripts/statutes/statutelookup.pl?statute=143-129>>.¹

NOW, THEREFORE, BE IT RESOLVED by the Council of the Town of Chapel Hill that the Council authorizes the Town Manager to negotiate and execute a sole source contract to purchase software modules and implementation services from Trapeze Software Group, Inc.

This the 9th day of June, 2021.

The Agenda will reflect the text below and/or the motion text will be used during the meeting.

By adopting the resolution, the Council authorizes the Town Manager to negotiate and execute a sole source contract to purchase software modules and implementation services from Trapeze Software Group, Inc.