



**OPERATIONS COMMITTEE
MAY 20, 2004**

**SUBJECT: MODIFICATION NO. 3 TO CONTRACT NO. PS-6810-1282 WITH
TRANSPORTATION RESOURCE ASSOCIATES**

**ACTION: APPROVE CONTRACT MODIFICATION IN THE AMOUNT OF
\$376,000 FOR A FIVE-YEAR PERIOD COVERING SOFTWARE
SYSTEM MAINTENANCE AND ENHANCEMENTS**

RECOMMENDATION

Authorize the Chief Executive Officer to execute contract modification No. 3 to Contract No. PS-6810-1282 with Transportation Resource Associates (TRA) for maintenance, upgrades and enhancements to the proprietary software program, Transitsafe™, in support of our incident and claims management activities in an amount not-to-exceed \$376,000 increasing the Total Contract Value from \$238,645 to \$614,645 and extending the period of performance from July 1, 2004 to July 1, 2009.

RATIONALE

Timely, easily accessible, and accurate data is key to MTA's continuing success in reducing injuries and accidents. On January 1, 2004, MTA implemented Transitsafe™, a web-based incident and accident tracking and analysis system that collects information on all incidents and provides tools for analyzing, trending, and preventing future occurrences.

The system, proprietary to Transportation Resources Associates (TRA), replaces MTA's partially computerized, paper-based accident information and investigation process. Under the old process, the Vehicle Accident Monitoring System (VAMS) only dealt with operator-based information and had no capabilities to generate required reports for regulatory agencies or investigative studies for management. The process was inefficient as paper forms were sometimes lost in transfer between divisions and headquarters, occasionally impacting the agency's ability to prevail in court decisions.

Transitsafe™ provides the following modules:

- Incident tracking and investigation, regulatory reporting (e.g. all OSHA forms, National Transit Data Base, required PUC reports, Department of Worker Compensation DWC-1 form, and a claims initiator if needed)
- Drill down and filter reports for comparisons and analysis of key performance indicators

- Hazard reporting, tracking and analysis
- Corrective action tracking and analysis
- Observation and Feedback monitoring of field conditions
- Internal Audit
- Training and Education

The software was purchased from TRA and delivered at the end of FY02 at a cost of \$148,765 under the CEO's authority. After extensive beta testing at five bus transportation operating divisions, additional features were added to the system to improve efficiency and the direct employee interface of Transitsafe™ through touch screen station kiosks were added. A modification was initiated to insure that the kiosk terminals performed effectively in the field.

The proposed procurement action includes:

- 1) On-going software maintenance and licensing fee for the proprietary software product of \$15,000 to \$20,000 annually for five years. The base contract included a three-year warranty, which expires July 2004; and
- 2) Consulting services for system upgrades and enhancements for an amount not to exceed \$301,000 over five years. Services will be provided through specific task orders generated annually.

Upgrades and enhancements would further improve timeliness, accessibility and accuracy of data by:

- Providing cross-links between Transitsafe™, M3 and ATMS to automate reporting by field supervisors, saving substantial time in data input
- Providing direct connections to our timekeeping and claims management systems, eliminating faxing and filing of additional paper based reports
- Revising the OSHA module to keep current with changing requirements and regulations
- Upgrading the Observation and Feedback module
- Enhancing system navigation
- Providing greater ability to use the Metro's Intranet to complete and forward investigative materials

FINANCIAL IMPACT

The funding of \$98,000 for this service is included in the FY05 budget in Department 6810, Corporate Safety, under project numbers 100001, 100030, and 10040 Administration, Bus and Rail Operations respectively in line item 50316 Professional and Technical Services. Since this is a multi-year contract, the cost center manager and Executive Officer will be accountable for budgeting the cost in future years, including any option exercised. In FY04, \$60,000 was expended on these services. More funds were not expended in FY04 because Metro was benefiting from the initial software maintenance agreement from the original contract.

IMPACT ON OTHER CONTRACTS

This contract action is closely associated with the extension of the Enernet Business Systems contract to provide Oracle programming services in relation to the development of the TRA software. The other systems mentioned in this report, e.g. ATMS, UFS, M3 and TOTS will be linked through database connections. There will be no added cost or impact to these other contracts. However, Metro will gain substantial added flexibility. Transitsafe™ has had to conform its table structures to receive data from these other systems so that all costs for these interfaces are borne through this contract or the Enernet Systems contract. The real power delivered here is that each piece of data acquired from an external system reduces the amount of information that has to be re-keyed and thereby improves efficiency.

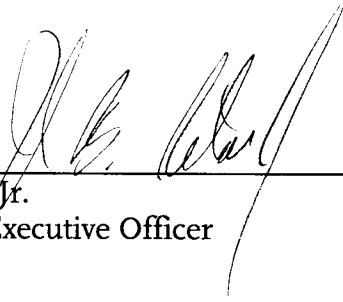
ALTERNATIVES CONSIDERED

The proprietary nature of the software severely limits the alternatives to this contract modification, as only TRA can make modifications to their system. Hence, Metro must maintain an annual maintenance and licensing agreement with TRA in the event problems occur or to provide modifications or enhancements to the software functionality. Not contracting for these services would place the agency at risk for system failure and provide no mechanism to repair proprietary software. Furthermore, new releases or upgrades to our version of the program would not be provided unless a maintenance agreement is in place. Finally, operating staff has identified multiple areas for enhancement as discussed above. These enhancements or upgrades could not be made without the proposed procurement action.

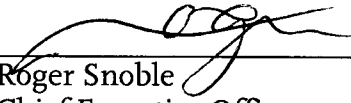
ATTACHMENTS

- A. Procurement Summary
- A-1 Procurement History
- A-2 List of Subcontractors

Prepared by: Andrea Burnside, Managing Director Corporate Safety and Training



John B. Catoe, Jr.
Deputy Chief Executive Officer



Roger Snoble
Chief Executive Officer

**BOARD REPORT ATTACHMENT A
PROCUREMENT SUMMARY**

**MODIFICATION NO. 3 TO CONTRACT NO. PS6810-1346 WITH TRANSPORTATION
RESOURCE ASSOCIATES**

	Contract Number: PS6810-1282		
	Recommended Vendor: Transportation Resource Associates		
3	Cost/Price Analysis Information:		
	Bid/Proposed Price: \$ 232,822.73	Recommended Price: \$ 98,000.00	
	B. Details of Significant Variances are in Attachment A-1.D		
	Contract Type: Firm-Fixed Price		
	Procurement Dates:		
	A. Issued: March 26, 2004		
	B. Advertised: N/A		
	C. Pre-proposal Conference: N/A		
	D. Proposals Due: April 12, 2004		
	E. Pre-Qualification Completed: April 15, 2004		
	F. Conflict of Interest Form Submitted to Ethics: 04/28/05		
	Small Business Participation:		
	A. Bid/Proposal Goal: DEOD did not recommend a goal for this procurement.	Date Small Business Evaluation Completed: April 8, 2004	
	Small Business Commitment: 0% Details are in Attachment A-2		
	Invitation for Bid/Request for Proposal Data:		
	Notifications Sent: Non-competitive	Bids/Proposals Picked up: N/A	Bids/Proposals Received: 1
	Evaluation Information:		
	A. Bidders/Proposers Names: Transportation Resource Associates	Bid/Proposal Amount: \$ 232,822.74	Best and Final Offer Amount: \$ 98,000.00
	B. Evaluation Methodology: Describe Methodology Details are in Attachment A-1.C		
	Protest Information:		
	A. Protest Period End Date: N/A		
	B. Protest Receipt Date: N/A		
	C. Disposition of Protest Date: N/A		
	Contract Administrator: Pat Lane-Goodson	Telephone Number: 922-4639	
	Project Manager: Gary Spivack	Telephone Number: 922-4035	

**BOARD REPORT ATTACHMENT A-1
PROCUREMENT HISTORY**

**MODIFICATION NO. 3 TO CONTRACT NO. PS6810-1282 WITH TRANSPORTATION
RESOURCE ASSOCIATES**

A. Background on Contractor

Founded in 1990, Transportation Resource Associates, Inc. (TRA) located in Philadelphia, Pennsylvania; provide clients in the public and private section with the operations-oriented transit consulting expertise necessary to address complex transit safety, transit security, operations, design, and regulatory issues.

TRA has provided satisfactory technical expertise to the MTA since the inception of the contract. TRA's customers include San Francisco Municipal Railway, the Washington Metropolitan Area Transit Authority, and the Sacramento Regional Transit District.

B. Procurement Background

This is a non-competitive modification to an existing contract. Under this firm-fixed contract, TRA has been providing professional consulting firm specializing in transportation safety software, security, safety, operations, management, and planning for the on-going implementation of the integrated Transitsafe™ System. This contract action facilitates continued maintenance and enhancements to proprietary software products.

The initial contract period of performance began on June 28, 2002. Contract Modification Number 1 was issued in October 2002, to add a direct interface program through touch screen station kiosks. Modification Number 2 was initiated to insure that the kiosk terminals performed effectively in the field. This proposed action would provide both for on-going maintenance and funds to cover enhancements desired for improved field operations.

The Diversity & Economic Opportunity Department (DEOD) did not recommend a Disadvantage Business Enterprise (DBE) participation goal for this project, as it is a non-competitive contract action.

C. Evaluation of Proposals

This is a follow-on effort to a non-competitive contract action. As such, no other proposals were solicited.

D. Cost/Price Analysis Explanation of Variances

In the initial procurement, TRA's rates were compared with the rates of the firms who submitted proposals for the Computer Programming and Database Bench proposal (RFP No. 9210-1088). They were as follows:

Labor Category	TRA	APR Consulting	Booz-Allen	Completion Corp
Vice-President (Project Mgr)	119.67	99.45	187.66	128.00
Manager of Technology	87.54	-	-	-
Senior Programmer (Sr. Programmer Spec.)	62.54	92.25	114.75	82.00
Programmer (Programmer Spec.)	58.15	87.15	102.35	78.00
Project Analyst	53.77	-	-	-

The rates from initial procurement were deemed fair and reasonable on the basis of price analysis performed by Procurement's Cost/Price Analysis Unit. The above rates are consistent with those currently proposed. As such, the rates for this amendment are deemed fair and reasonable.

**BOARD REPORT ATTACHMENT A-2
LIST OF SUBCONTRACTORS**

**MODIFICATION NO. 3, TO CONTRACT NO. PS6810-1346 WITH TRANSPORTATION
RESOURCE ASSOCIATES**

PRIME CONTRACTOR – Transportation Resource Associates

Small Business Commitment

Other Subcontractors

Not Applicable

Not Applicable