

TORONTO TRANSIT COMMISSION REPORT NO.

MEETING DATE: January 23, 2008

SUBJECT: PROCUREMENT AUTHORIZATION - PURCHASE OF AN
INTERNET TRIP PLANNING APPLICATION

RECOMMENDATION

It is recommended that the Commission authorize the award of contracts to Trapeze Software Inc.:

1. In the total amount of \$94,185.50 (including applicable taxes) for the implementation of the Pilot Project for a 3 month period; and
2. In the total amount of \$1,629,290.50 (including applicable taxes) for the Online Schedule & Trip Planning Application & Application Infrastructure Provider (hosting) Services for a five year period, pending successful completion of the Pilot Project.

FUNDING

Sufficient funds for this expenditure have been included in Program 7.2 Intelligent Transportation and Technical Systems under Internet Trip Planning (Improvements- Category) as outlined on pages 1473R – 1475R of the 2008 - 2012 TTC Capital Program, approved by City Council on December 11, 2007.

Funds for the additional years of AIP Hosting Services will be included in future TTC Operating budgets as required.

BACKGROUND

The number of visits to the TTC's website has climbed from approximately 3 million visits in 2002 to more than 12 million visits in 2007, approximately half of which included a visit to the 'TTC Schedules' directory. This directory currently provides schedule information for bus and streetcar service at approximately 2,800 stops. The web site also allows customers to download and print schedule information for their personal use. The current schedules obtained at the web site are derived from an interim database which was developed in-house in late 1999 as part of the Y2K initiative. The system did not have the benefit of a thorough business and systems and design effort, and was never envisioned as a long-term solution to satisfy business needs such as web-based trip planning.

In 2007, as part of the Geospatial Technology Review, the Commission requested staff to

investigate the feasibility and implementation options for five new initiatives related to improved dissemination of customer information. These initiatives include an Internet Trip Planning system to allow riders to plan transit trips via the Internet that incorporate transit service routing information, timing points, walking distances, etc. The current estimated final cost for this initiative is \$2,300,000.

DISCUSSION

Six companies were invited to submit Proposals, in addition to the public advertisement on the TTC website on July 30, 2007, out of which three companies submitted Proposals as summarized on the attached Appendix "A".

The Request for Proposal (RFP) requested that any standard agreement, which the Proponent proposes to be executed prior to any award of the contract, be submitted with the proposal. The RFP also contained a clause that indicates the Commission reserves the right to negotiate acceptable Terms and Conditions with proponents who the Commission has determined to have offered the best overall proposals.

The RFP requested pricing based on three Price Schedules:

Price Schedule 1 consisted of a Pilot Project including Part A and B. Part A included software requirements (incl. initial design, implementation study and proof of concept) and Part B included hosting services for the Online Schedule and Trip Planning Application for a three month trial period;

Price Schedule 2 consisted of the software & hardware requirements for the Online Schedule and Trip Planning Application including maintenance for a five year period; and

Price Schedule 3 consisted of hosting requirements for the Online Schedule and Trip Planning Application for a five year period (incl. related hardware).

Proponents were requested to submit pricing on either the software requirements (Price Schedule 1, Part A and Price Schedule 2) or the hosting services (Price Schedule 1, Part B and Price Schedule 3) or the entire requirement of the Online Schedule and Trip Planning Application and Hosting Services. The RFP stated that the entire contract may be awarded to one proponent or two separate proponents depending on bid results.

Staff performed an initial evaluation consisting of a commercial review. Upon completion of this initial evaluation, Transched Systems Ltd. proposal was considered non-compliant as they failed to submit the required bid deposit in the amount of \$50,000 prior to proposal closing. Giro Inc. (Giro) and Trapeze Software Inc. (Trapeze) proposals were considered commercially compliant and they were further evaluated by staff based on pre-determined criteria as summarized on Appendix "A". Prior to the RFP closing, staff determined that a total scoring of 75% or higher would be required in order to be considered acceptable and

the selection of the recommended proponent would be based on the lowest priced qualified proponent.

Following the evaluation, both Giro's and Trapeze's proposals were considered acceptable as they each received a score exceeding 75%.

Trapeze submitted the lower priced proposal. They submitted pricing for all the Price Schedule's. They submitted an agreement, which is currently being reviewed by Legal for acceptance. They have performed similar satisfactory work for the Commission and are considered qualified to perform this service. Trapeze's proposal is considered commercially and technically acceptable and is being recommended for award conditional on Legal Department approval of their agreement.

Giro submitted the higher priced proposal. They submitted pricing for Price Schedule 1, Part A and Price Schedule 2. Their aggregate for the foregoing is higher compared to Trapeze's proposal and as a result their proposal was not considered any further.

A price comparison is not possible as this is a first time purchase for such a requirement.

JUSTIFICATION

Improved customer information systems are keys to providing TTC riders with the information they need to improve the efficiency of their use of transit services.

The Trip Planning system will replace the interim solution and allow TTC customers to download and print schedule information as well as providing a source for 24/7 trip planning with the convenience of the Internet. This will improve customer service by reducing the uncertainty of taking transit. In addition, the system will allow the TTC to attain the minimum standard of transit trip planning already in place in most major markets, including Montreal, Vancouver, Washington, Philadelphia and Chicago.

January 10, 2008
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Attachment(s): Appendix "A"

Appendix "A"

PURCHASE OF AN INTERNET TRIP PLANNING APPLICATION

PROPOSAL SUMMARY

	TRAPEZE SOFTWARE INC.	GIRO INC.
Pilot Project		
Software Application (Initial Design, Implementation Study and Proof of Concept)	\$ 57,743.00	\$ 62,279.95
Hosting Services	\$ 36,442.50	No Quote
Total	\$ 94,185.50 *	\$ 62,279.95
Software Application and Hosting Services		
Schedule and Trip Planning Computer Software Application and Hardware	\$ 1,272,594.70	\$ 1,315,004.73
Hosting Services	\$ 356,695.80	No Quote
Total	\$ 1,629,290.50 *	\$ 1,315,004.73

*Recommended for awards.

** Giro's aggregate costs are higher than Trapeze's based on the requirements that both proponents submitted bids for.

The GST has been adjusted for both bidders from 6% to 5%, as the new rate came into effect January 1, 2008.

Evaluation Criteria:

1. Project Team Qualifications
2. Functional Characteristics
3. Technical – Features & Functionality
4. Proposed Project Workplan Methodology
5. Implementation
6. Post implementation
7. Qualify Assurance