

PROCUREMENT SUMMARY

**ENTERPRISE ASSET MANAGEMENT SYSTEM
SOFTWARE ACQUISITION AND SOFTWARE SUPPORT SERVICES/PS51755000**

1.	Contract Number: PS51755000	
2.	Recommended Vendor: 21Tech LLC	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: August 23, 2018	
	B. Advertised/Publicized: August 23, 2018	
	C. Pre-Proposal Conference: September 5, 2018	
	D. Proposals Due: November 1, 2018	
	E. Pre-Qualification Completed: March 29, 2019	
	F. Conflict of Interest Form Submitted to Ethics: November 7, 2018	
	G. Protest Period End Date: July 22, 2019	
5.	Solicitations Picked up/Downloaded: 127	Bids/Proposals Received: 7
6.	Contract Administrator: Ana Rodriguez and Manchi Yi	Telephone Number: (213) 922-1076
7.	Project Manager: Amy Romero	Telephone Number: (213) 922-5709

A. Procurement Background

This Board Action is to approve Contract No. PS51755000 to 21Tech LLC to provide a Commercial Off-the-Shelf (COTS) Enterprise Asset Management System (EAMS) software solution. Board approval of contract award is subject to the resolution of any properly submitted protest.

Request for Proposals (RFP) No. PS51755 was issued in accordance with Metro's Acquisition Policy and the contract type is a firm fixed price.

Six amendments were issued during the solicitation phase of this RFP:

- Amendment No. 1 was issued on August 30, 2018 to provide proposers an option to participate in the pre-proposal conference via conference call;
- Amendment No. 2 was issued on September 6, 2018 to extend the proposal due date to October 25, 2018;
- Amendment No. 3 was issued on September 21, 2018 to provide answers to formally submitted questions;
- Amendment No. 4 was issued on October 3, 2018 to provide Attachment D (report samples) in a zip file.
- Amendment No. 5 was issued on October 9, 2018 to provide Attachment C (report samples) in a different file format.
- Amendment No. 6 was issued on October 19, 2018 to extend the proposal due date to November 1, 2018.

A pre-proposal conference was held on September 5, 2018 and was attended by 41 participants representing 27 firms. There were 210 questions submitted and responses were released prior to the proposal due date.

A total of 127 firms downloaded the RFP and were included on the plan holders list. A total of seven proposals were received by the due date of November 1, 2018.

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from Metro's Operations Department, Information and Technology Services Department, Vendor/Contract Management Department, Asset Management Department and Accounting Department was convened and conducted a comprehensive technical evaluation of the proposals received.

The proposals were evaluated based on a three-step evaluation criteria as outlined in the RFP. In order to be considered technically qualified to perform the services, the Proposers had to meet the Minimum Requirements on a pass/fail basis. The pass/fail requirements were that the Proposer had to demonstrate that they had implemented an Enterprise Asset Management (EAM) solution at one of the 25 largest public transit authorities with bus and rail operations or an international public transit agency of similar size. In Step 2 and Step 3, the proposals were evaluated based on the criteria outlined in the RFP and were worth a total of 150 points combined. The amount of points for each criteria are listed below and have been converted to percentages.

Step 1: Minimum Requirements	Pass/Fail
Step 2: Evaluation Criteria (100 points)	66.67 percent
• Ability to Meet Software Requirements (45 points)	30.00 percent
• Project Management Plan and Timeline (15 points)	10.00 percent
• Proposer Qualification and Reference Checks (15 points)	10.00 percent
• Technical Proposal Cost and Total Cost of Ownership (25 points)	16.67 percent
Step 3: Demonstrations (50 points)	33.33 percent
Total (150 points)	100 percent

Several factors were considered when developing the evaluation criteria for this solicitation, giving the greatest importance to Step 2 which awarded the most points based on the Proposer's demonstrated ability to meet Metro's technical requirements for the system.

The PET began its independent evaluation of the proposals on November 6, 2019. Of the seven proposals received, three proposals were determined not to meet the minimum pass/fail requirements and were eliminated from further consideration. The remaining four firms' proposals were then evaluated based on the Step 2 evaluation criteria. All four remaining firms were determined to be within the competitive range

and were invited to participate in the Step 3, Demonstrations, evaluation phase. The firms that were in the competitive range are listed below in alphabetical order:

- 21 Tech LLC
- Interloc Solutions, Inc.
- International Business Machines Corp.
- Trapeze Software Group Inc.

Demonstration scripts were provided to each firm approximately three weeks prior to their scheduled demonstration date. Firms were required to demonstrate how their proposed core EAMS software's functionality met Metro's requirements. The demonstrations began on January 14, 2019 and concluded on February 7, 2019.

The PET finalized their scores in February of 2019. The final scoring determined 21Tech LLC to be the highest ranked firm and Metro engaged in further technical discussions and negotiations from March 2019 through June 2019.

Qualifications Summary of Firms within the Competitive Range:

21 Tech LLC (21Tech)

21Tech is a California based firm that specializes in public sector EAM software deployments and integrations. The core software solution proposed is Infor EAM. 21Tech's experience with the Infor EAM product includes work for clients such as the San Francisco Municipal Transportation Agency, the San Francisco Department of Public Works, the Kansas City Transit Authority, the San Antonio VIA, the Toronto Metrolinx, and the Quebec RTC. For this project, 21Tech assembled a team of subcontractors that included Infor Public Sector, Inc., Bentley Systems, Inc., Accenture LLP, Knowledge Architects LLC, and Cognetic Technologies.

Trapeze Software Group, Inc. (Trapeze)

Trapeze is headquartered in Canada and is dedicated to public transit software solutions. With over 1,600 implementations across 15 countries worldwide, their clients include the Chicago Transit Authority, the Regional Transit District of Denver, and the Metropolitan Atlanta Rapid Transit Authority.

International Business Machines Corporation (IBM)

IBM is a globally integrated company based in New York that has been in business for over 100 years. Their proposed software solution, Maximo, is currently in production in agencies such as Amtrak, the Washington Metropolitan Area Transit Authority, and the San Francisco Bay Area Rapid Transit.

Interloc Solutions, Inc. (Interloc)

Interloc Solutions is based in Folsom, California and has been in business for approximately 14 years. As an IBM Gold Partner, Interloc focuses their work on the

IBM Maximo product. Interloc has provided services to agencies such as Amtrak, BART, and most-recently, the Dallas Area Rapid Transit.

The following table summarizes the PET's ranking and scores.

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	21 Tech LLC –Hybrid *				
3	Ability to Meet Software Requirements	92.78	30.00%	27.83	
4	Project Management Plan and Timeline	91.00	10.00%	9.10	
5	Proposer Qualification and Reference Checks	84.33	10.00%	8.43	
6	Technical Proposal Cost and Total Cost of Ownership	73.08	16.67%	12.18	
7	Demonstration Score	70.66	33.33%	23.55	
8	Total		100.00%	81.09	1
9	21 Tech LLC –Cloud *				
10	Ability to Meet Software Requirements	92.78	30.00%	27.83	
11	Project Management Plan and Timeline	91.00	10.00%	9.10	
12	Proposer Qualification and Reference Checks	84.33	10.00%	8.43	
13	Technical Proposal Cost and Total Cost of Ownership	55.61	16.67%	9.27	
14	Demonstration Score	71.08	33.33%	23.69	
15	Total		100.00%	78.32	2
16	Trapeze Software Group - Cloud				
17	Ability to Meet Software Requirements	87.60	30.00%	26.28	
18	Project Management Plan and Timeline	82.00	10.00%	8.20	
19	Proposer Qualification and Reference Checks	85.33	10.00%	8.53	
20	Technical Proposal Cost and Total Cost of Ownership	41.46	16.67%	6.91	
21	Demonstration Score	48.54	33.33%	16.18	
22	Total		100.00%	66.10	3
23	IBM –Cloud *				
24	Ability to Meet Software Requirements	86.59	30.00%	25.98	
25	Project Management Plan and Timeline	40.53	10.00%	4.05	
26	Proposer Qualification and Reference Checks	44.00	10.00%	4.40	
27	Technical Proposal Cost and Total Cost of Ownership	83.91	16.67%	13.99	
28	Demonstration Score	41.16	33.33%	13.72	
29	Total		100.00%	62.14	4
30	IBM –On Prem *				
31	Ability to Meet Software Requirements	86.59	30.00%	25.98	
32	Project Management Plan and Timeline	40.53	10.00%	4.05	
33	Proposer Qualification and Reference Checks	44.00	10.00%	4.40	
34	Technical Proposal Cost and Total Cost of Ownership	60.13	16.67%	10.02	
35	Demonstration Score	41.16	33.33%	13.72	
36	Total		100.00%	58.17	5

37	Interloc Solution, Inc. –Cloud				
38	Ability to Meet Software Requirements	79.14	30.00%	23.74	
39	Project Management Plan and Timeline	46.00	10.00%	4.60	
40	Proposer Qualification and Reference Checks	46.27	10.00%	4.63	
41	Technical Proposal Cost and Total Cost of Ownership	43.03	16.67%	7.17	
42	Demonstration Score	50.10	33.33%	16.70	
43	Total		100.00%	56.84	6

*Firm provided separate proposals for different deployment solutions

C. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based upon an independent cost estimate, adequate price competition, cost analysis, technical evaluation, fact finding, clarifications and negotiations.

The negotiated amount of the Contract is reflective of Metro's discussions with the Proposer. The original Statement of Work requested that the proposers provide license pricing for a limited number of users and provide options and recommendations on when would be the best time to implement enterprise-wide licensing, if that was an option. During discussions, Metro determined that it would be in its best interest to secure enterprise-wide licensing for the core EAM software. The negotiated amount reflects the additional amount for the enterprise-wide licenses.

	Proposer Name	Proposal Amount	Metro ICE	Negotiated Amount
1.	21 Tech LLC –Hybrid *	\$8,983,563	\$10,498,000	\$10,205,207
2.	21 Tech LLC –Cloud *	\$9,051,423		
3.	Trapeze Software Group –Cloud	\$13,530,151		
4.	IBM –Cloud *	\$5,627,000		
5.	IBM –On-Prem *	\$11,041,000		
6.	Interloc Solutions, Inc. –Cloud	\$12,394,000		

*Firm provided separate proposals for different deployment solutions

D. Background on Recommended Contractor

The recommended firm, 21Tech LLC is located in Los Altos, California and has been in business for 22 years. 21Tech is a premier Infor EAM Transit certified partner and has completed large-scale Infor EAM implementations and upgrades across the country. 21Tech's proposed solution of the core Infor EAM system, supplemented by Bentley's AssetWise suite of products, demonstrated the functionality that Metro requires across the Agency.