



**May 27, 2020**

**To:** Finance and Administration Committee

**From:** Darrell E. Johnson, Chief Executive Officer

**Subject:** Agreement for Occurrence Tracking System Replacement

### **Overview**

The Orange County Transportation Authority utilizes an in-house, custom developed browser-based software application for the Operations, Safety and Environmental Compliance, and Risk Management departments to gather and analyze information about any activities which may be related to litigation used by claims management and safety. The current Occurrence Tracking System used by the Orange County Transportation Authority was developed over 25 years ago and a replacement is now needed. Board of Directors' approval is requested to execute an agreement for a replacement system.

### **Recommendations**

- A. Approve the selection of Origami Risk LLC, as the firm to provide cloud-based claims management software as a service in support of the Orange County Transportation Authority's Occurrence Tracking System for Risk Management and Safety departments.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2023 between the Orange County Transportation Authority and Origami Risk LLC, in the amount of \$495,170, to provide cloud-based claims management software as a service to replace Orange County Transportation Authority's Occurrence Tracking System for a three-year term.

### **Discussion**

The Orange County Transportation Authority's (OCTA) current claims management software is known as the Occurrence Tracking System (OTS). OTS is a browser-based software application developed in-house in the early 1990s that gathers and analyzes operational information for Operations, Safety

and Environmental Compliance, and Risk Management departments to meet their respective missions and goals.

The current system provides a work process from the point of an operations occurrence through the radio dispatch center to allow for immediate response to accidents and injuries in the field. Data is collected to document events for use by various teams to process post-incident claims, drug and alcohol testing, discipline, remedy any unsafe conditions, or behaviors and to comply with laws and regulations.

The OTS system was developed in a programming language that is being replaced in the digital world with newer technology that is not as vulnerable to security risks. The system's programming language is not a skillset that is readily found in the open job market.

Staff is recommending changing the system to a cloud-based system for the following three reasons:

- Internal resources currently used to support the existing system will no longer be available due to staffing changes.
- Cloud-based solutions are turnkey and can be deployed much more quickly than in-house solutions, and they do not require significant complex customizations, maintenance, or development costs.
- The Federal Transit Administration (FTA) requires OCTA to adopt a Public Transportation Agency Safety Plan that follows the requirements of a safety management system (SMS) approach by July 20, 2020. The new software includes functionality to satisfy the new FTA SMS requirements as the current software does not.

### ***Procurement Approach***

The procurement was handled in accordance with OCTA's Board of Directors (Board)-approved procedures for professional and technical services. Various factors are considered in the award for professional and technical services. Award is recommended to the firm offering the most comprehensive overall proposal considering such factors as prior experience with similar projects, staffing and project organization, work plan, as well as cost and price.

On March 3, 2020, Request for Proposals (RFP) 0-2023 was issued electronically on CAMM NET. The project was advertised in a newspaper of general circulation on March 3 and 9, 2020. A pre-proposal conference was held

on March 11, 2020. Three addenda were issued to provide responses to questions received and make clarifications relative to the RFP.

On March 30, 2020, two proposals were received. An evaluation committee comprised of OCTA staff from Contracts Administration and Materials Management, Enterprise Computer Solutions and Support, Risk Management, Operations Support, and Safety and Environmental departments met to review the submitted proposals.

The proposals were evaluated based on the following evaluation criteria and weights:

- |                                     |            |
|-------------------------------------|------------|
| • Qualifications of the Firm        | 25 percent |
| • Staffing and Project Organization | 20 percent |
| • Work Plan                         | 30 percent |
| • Cost and Price                    | 25 percent |

Several factors were considered in developing the evaluation criteria weights. Qualifications of the firm was weighted at 25 percent because firms needed to demonstrate a background of experience with systems used by risk, safety, and field teams for occurrence tracking. Staffing and project organization was weighted at 20 percent, as the firm had to present a project team with the expertise and skills, as well as the availability, to develop a new claims management system as required. Work plan was rated the highest at 30 percent, because the work plan approach and strategy derived from proposals was an important consideration during the evaluation review process, which included completion of a Business Requirements list that documents the proposed solution's capability and method to implement the system. The firm also needed to demonstrate the ability to build, customize, and configure the OTS application to ensure compatibility with OCTA's system requirements. The cost and price criteria were assigned a 25 percent weight to ensure OCTA receives value for the services provided.

The evaluation committee reviewed and discussed the two proposals received based on the evaluation criteria and interviewed both firms. Both firms are listed below in alphabetical order:

Firm and Location

Origami Risk LLC (Origami)  
Chicago, Illinois

Trackit LLC (Trackit)  
Van Nuys, California

On April 14, 2020, the evaluation committee interviewed the two firms. The interviews consisted of a presentation allowing each team to present a short demonstration of its proposed product and respond to evaluation committee questions.

On April 15, 2020, the two firms were sent requests for clarifications that resulted in best and final offers (BAFO). The BAFO included clarifications to the scope of work (SOW), as well as a reduction in the term of the contract to three years for maintenance and license fees. The rankings did not change, post review of BAFO.

Based on the evaluation of the written proposals, as well as information obtained from the interviews and BAFO, the evaluation committee recommends Origami as the firm to replace the OTS for consideration of the award. The following is a brief summary of the proposal evaluation results.

**Qualifications of the Firm**

The two firms are established firms with relevant experience and extensive resources. The firms demonstrated experience in the development of similar OTS projects.

Origami was founded in 2009, has 300 employees and 26 offices with a primary office in Chicago, Illinois. Origami currently serves over 600 clients in a range of industries using the firm's cloud-based solution hosted as Software as a Service (SaaS). Clients range from municipalities, cities, states, governments, and federal agencies and provides the SaaS solution to clients that include Port of Seattle, Washington Schools Risk Management Pool, South Carolina School Board, and ten transit agencies including Alameda-Contra Costa Transit District, Washington Metropolitan Area Transit Authority, and Metropolitan Atlanta Rapid Transit Authority.

Trackit was founded in 2012 and is located in La Mesa, California. They provide services and products to more than 80 transit agencies using Trackit services and products. The types of services offered did not address the full range of the

SOW's project goals needed. Clients include Long Beach Transit, Lynx Transit, Jacksonville Transportation, BC Transit in Canada, and Metropolitan Atlanta Rapid Transit Authority.

#### Staffing and Project Organization

The firms' proposed qualified project managers and key personnel with relevant experience.

Origami's service team lead is responsible for leading large software implementations and managing ongoing client services, as well as supporting a team of client executives that has managed the New York City Transit Authority. The project manager has over 15 years' experience in implementing technology solutions and has been proposed to manage and implement the risk management solutions. The project manager has managed similar projects for both Massachusetts Bay Transportation Authority and Washington Metropolitan Area Transit Authority and will be OCTA's main contact. The staff responded to all questions at the interview and were knowledgeable of the software requirements essential to OCTA.

Trackit's project manager has been in the transportation business for more than 25 years with primary responsibility in the area of training. He was manager of training for San Diego Transit and Director of Instruction for the Los Angeles County Metropolitan Transportation Authority, and has experience implementing safety, risk, and software programs. The support manager has over six years' experience in selling, delivery, and support transit solutions.

#### Work Plan

In addition to the SOW, OCTA compiled a comprehensive list of business requirements that are imperative to be fully understood by proposers. The purpose of this list was to provide proposers the opportunity to review and discuss these requirements with OCTA in its proposal and interview.

Origami met the requirements of the RFP and effectively discussed the approach to completing the OTS replacement project identified in the SOW. Origami presented a work plan that detailed their project understanding and approach and responded positively to all business requirements on the list. The firm has a complete software package that meets OCTA's requirements. The work plan demonstrated an understanding of the project objectives and clearly described the firm's approach. During the interview, the firm gave a 30-minute demonstration of their product and was found to be acceptable.

Trackit has strong transit agency experience and operations training but the proposed work plan did not articulate a clear solution addressing all the essential requirements of the SOW. Many of the SOW business requirements listed by OCTA as “must haves,” were responded to as future enhancements and the firm was unable to provide a delivery timeline during the interview. The methodology approach was not described as requested and relevant deliverables information were not delineated as requested creating a lack of clarity and a large effort to identify the information required. The proposed solution did not demonstrate that it can meet OCTA’s requirements for a new OTS. Furthermore, the demonstration of the firm’s product did not provide additional information or clarification of how their solution would meet the business requirements necessary to this project.

#### Cost and Price

Pricing scores were based on a formula which assigned the highest score to the firm with the lowest firm-fixed price for the three-year term and scored the other proposal’s firm-fixed price based on its relation to the lowest firm-fixed price. Origami’s proposed firm-fixed price was higher than Trackit’s firm-fixed price, but it was within the OCTA project manager’s independent cost estimate. The price difference between the firms is representative of Origami’s proposed solution’s ability to deliver on all aspects of the required SOW.

#### Procurement Summary

Based on the evaluation of written proposals, the firm’s qualifications, and the information obtained from the interviews, the evaluation committee recommends the selection of Origami as the top-ranked firm to provide cloud-based claims management software in support of the OCTA’s Risk Management and Safety and Environmental departments. Origami delivered a thorough and comprehensive proposal and an interview that was responsive to all the requirements of the RFP.

#### Fiscal Impact

This project is included in OCTA’s Fiscal Year 2019-20 Budget, Finance and Administrative Division, accounts 1285-7519-A5359-N8N and 1285-9028-A5359-9RS. The expenditures will be funded using local funds.

***Summary***

Staff is recommending the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2023 between the Orange County Transportation Authority and Origami Risk LLC, in the amount of \$495,170 for a three-year term, to replace OCTA's Occurrence Tracking System.

***Attachments***

- A. Review of Proposals, RFP 0-2023, Occurrence Tracking System Replacement
- B. Proposal Evaluation Criteria Matrix, RFP 0-2023, Occurrence Tracking System Replacement
- C. Contract History for the Past Two Years, RFP 0-2023: Occurrence Tracking System Replacement

**Prepared by:**



Lloyd Sullivan  
Department Manager,  
Information Systems  
714-560-5957

**Approved by:**



Andrew Oftelie  
Chief Financial Officer,  
Finance and Administration  
714-560-5649



Virginia Abadessa  
Director, Contracts Administration  
and Materials Management  
714-560-5623