Business Item

Management Committee

Business Item: 2024-344 SW

Annual Sole Source Hardware and Software Maintenance Services

District(s), Member(s):	All
Policy/Legal Reference:	FM 14-2, Expenditures for the Procurement of Goods, Services, and Real Estate Policy; Minn. Stat. § 471.345
Staff Prepared/Presented:	Gretchen White, Chief Information Officer, 651-602-1443
	Jody Jacoby, Chief Procurement Officer, Procurement, 651-602-1144
Division/Department:	Regional Administration / Information Services

Proposed Action

That the Metropolitan Council authorize the Regional Administrator to execute sole source purchase orders for ongoing maintenance, hosted services and support services in an amount not to exceed $3,450,000. This includes installed software and hardware referenced on the attached 2025 Information Services Sole Source Vendor List.

Background

Traditionally Information Services (IS) has brought forth a business item requesting sole source approval annually. The 2025 Information Services Sole Source Vendor List was reviewed by Procurement staff for accuracy and reasonableness.

Computer hardware and software purchased by the Council require ongoing maintenance, hosted services and support. Procurements for this hardware and software have already been completed; this item addresses ongoing maintenance and support services resulting from the initial procurements.

Council Procurement Procedure FM 14-1a, Section 11. Non Competitive Procurements, addresses sole source procurements and provides the following guidance: "Sole source procurement of original equipment manufacturer repairs, parts, equipment and systems, software maintenance and support, or other services that are required on a continuous basis may be authorized on an ongoing basis."

Rationale

Approval of the hardware and software maintenance services sole source payments allows for ongoing authorization, transparency, and efficient administration of essential technology.

Thrive Lens Analysis

These purchases advance the Thrive outcomes of Stewardship and Sustainability by securing the maintenance services for software and hardware that are needed to address the reliability, resilience, security and cost-effectiveness of the Council's technology systems. By integrating maintenance enterprise wide, the Co able to efficiently track efforts, which supports the Thrive Accountability principle.

Funding

Funding for these software and hardware services is included in the Information Services operating budget.

Small Business Inclusion

The purchases are being procured through a sole source. Therefore, the Office of Equity and Equal Opportunity did not assign a Metropolitan Council Underutilized Business (MCUB) goal.

2025 Information Services Sole Source Vendor List

Vendor	Product	2025 Total
CoStar Realty Information	Real Estate Information and Research (18M021 term ends 5-31-2026)	$150,000
ACT Traffic Solutions	EMTRAC Software Maintenance for Signal Priority System	$194,136
Ancom	ARMER radio maintenance system (required by DPS)	$103,285
Apollo	DVR system to record videos on buses and LRT vehicles	$22,000
Bentley Systems	Essential engineering software	$25,000
CenturyLink Communications/Lumen	65 Lumen/Century Link Communications T-1 copper circuits utilized at Environmental Services Wastewater Lift Stations for control and metering of sewer materials	$300,000
Cummins	Diagnostic software for bus operations	$74,559
Dulles Technology Partners	Grant management software	$26,530
Gartner	Consulting service for information technology	$200,000
GS Systems	WonderWare industrial control system software	$330,000
GTEL	Property/evidence tracker renewal interfaces w/ LOGIS via GTEL integration	$27,000
Hitachi Vantara	Live streaming video on 91 trains (19P306)	$320,000
IBI Group	Alerts Manager & Real time concentrator software	$235,956
Init Innovations	Annual ridership data input to the National Transit Database	$26,082
Kipsu	Text for Safety on Buses and trains	$61,959
Meritor Wabco	ToolBox Software - bus brake systems	$15,000
Milestone	Video recording software on 5 camera trailers	$20,000
MRI	Rental history reports service agreement	$10,000
Noregon/Allison Transmission	Diagnostic software for Allison Transmissions	$39,000
Northland Business Systems	Verint AudioLog System recording system	$12,598
PCS Mobile	Arbitrator licenses - for MTPD Squad cars	$19,046
QuestionMark	Enterprise Partipant Plan for up to 1,000 participants	$13,396
QuestionMark	SSP Perception Software Mechanics Certification	$8,644
Regional Economic Models	Support renewal for Policy Insight modeling software	$8,000
Rockwell Collins/ARINC	Industrial control system software for the Blue and Green lines	$380,000
RTVision	Real estate software	$11,255
S&A Systems	Fleetwatch, bus fuel and fluid management system	$148,400
Sans Institute	Cybersecurity Courses for Government programs	$35,000
SAP Pubic Services	Enterprise Agreement for licenses and software support (2016 contract terms)	$215,000
Site Improve	Hosted service that checks site accessibility for WCAG & ADA	$20,495
Sympro	Treasury Software to track journal entries	$20,925
Thermo Fisher Scientific	SampleManager - laboratory information management	$115,285

Tracker Products	Property/Evidence software (Additional licenses were purchased)	$52,093
Tritech/Central Square	LETG/Zeurcher - Police Information Management System maintenance	$27,728
Urban Footprint	Personalized Urban Planning tools (23M015 term ends 8-16-2026)	$25,000
VCS - Visual Computer Solutions	Scheduling and timecard application	$35,743
Verint/Cognyte/Contact Solutions	Calls made to IVR system	$65,000
Veritas	Hosted service for legal litigation hold service	$10,197
ZF Testman	Diagnostic Software	$38,764
	Total Value	$3,439,225