HASTUS Upgrade to Version 2024 & License and Maintenance

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Overview

HASTUS

• Bus & Rail operations and scheduling system
• Provides:
  – Public-facing schedule information
  – Vehicle and operator schedules,
  – Resource costs, using optimization tool
  – Daily operations, and
  – Operator payroll.
• Software by GIRO, Inc.
• Used at Metro Transit since 2005
• Current version is 2014
• Oracle database support ends Q1 2026
HASTUS Upgrade and New Modules

- Updated and supported infrastructure with latest Windows and Oracle End-of-Life requirements
- Benefits include improvements of usability, simplification and hardware capabilities
- Introduction of electric bus scheduling tools
- **SelfService**: Provide operators access to their profile information, payroll reports, overtime preferences and daily assignments.
- **BidWeb**: Provides operators ability to pick their work and time-off, from home or any location with Web access.
Upgrade Risks

• Complexity - several downstream systems rely on HASTUS providing accurate and consistent information
• Timeline - there is a need to upgrade before Oracle's end-of-life cycle
• Resources – it will require SMEs from multiple disciplines including DBA, Developers, Infrastructure, Networking, etc.

Upgrade Costs

• Services and expenses amount not to exceed $1,704,529. Funding for this HASTUS software upgrade is available in Project 68009 and is included in the authorized Metro Transit capital budget.
License & Support Agreement

• Four year contract with an optional 5th year

Contract
  1) Licensing for HASTUS version 2024
  2) Maintenance and support services for the software

Maintaining HASTUS

• First level support is Information Services
• Work closely with SME in the business as a team
• HASTUS Support
  – Open tickets
  – Vendor management is critical
License & Support Agreement

• Expanded support to 24/7
• Service level agreement with 4 priority levels
  – Each level has a response time and resolution time
  – Example level 1 response is within one hour and resolution time of 8 hours
• New Web portal to report defects and track status
• Includes new releases for no additional fees
• Annual bank of modification days = 20
• GIRO will maintain an exact copy of Metro Transit’s version at their site
License & Support Cost

Yearly
• 2024 = $426,464
• 2025 = $443,522
• 2026 = $459,045
• 2027 = $475,112

• Total = $1,804,143

Percent Increase
• 10.7%
• 4%
• 3.5%
• 3.5%
Proposed actions

• That the Metropolitan Council authorize the Regional Administrator to negotiate and execute a sole source contract # 23P243 with GIRO Inc. in an amount not to exceed $1,704,529 to upgrade Metro Transit’s bus and rail scheduling and operations software system from HASTUS version 2014 to HASTUS version 2024.

• That the Metropolitan Council authorize the Regional Administrator to execute a sole source contract # 23P362 with GIRO Inc., to provide HASTUS software license and maintenance agreement in an amount not to exceed $2,500,000.