SOUNDTRANSIT

Motion No. M2026-46

Enterprise Resource Planning System Contract Awards

Meeting:	Date:	Type of action:
Rider Experience and Operations	11/5/2026	Final Action

Staff name:	Staff title:
Victoria Wassmer	Finance and Business Administration Deputy CEO
Randi Levin	Chief Information Officer
Tracy Reed	**Special Programs and Business Transformation Deputy Executive Director**
Tanya Trejo	**Business Transformation Director**

Proposed action

Authorizes the chief executive officer to execute (1) an Implementation Services agreement with Deloitte Consulting LLP to provide an Enterprise Resource Planning system platform replacement, consulting services and Software-as-a-Service for Oracle America, Inc.'s Cloud Services and International Business Machine Corporation's Maximo in the amount of $30,117,686 (2) a ten-year software service agreement with SymPro Inc. in an amount not to exceed $1,207,510 and (3) a ten-year software service agreement with Automatic Data Processing, Inc., in an amount not to exceed $435,286; with a shared 15 percent contingency of $3,592,070, for a total aggregate amount not to exceed $35,352,552 plus applicable taxes, contingent upon adoption of Resolution No. R2026-27.

Key features summary

- Sound Transit requires a modern, integrated Enterprise Resource Planning (ERP) system to replace end-of-life and fragmented legacy systems with a system that increases reliability, accuracy, and reduces manual effort. The new ERP suite of products will support financial accounting, general ledger transactions, treasury debt management, human resource and benefits management, payroll, real property and lease portfolio management, and procurement business functions.
- Deloitte will implement a Software as a Service (SaaS)-based solution comprised of Oracle ERP software for finance, human resource, and procurement business functions, IBM Maximo Real Estate and Facilities (MREF) for real property and lease accounting, SymPro Inc. (SymPro) for treasury functions, and Automatic Data Processing, Inc. (ADP) for tax reporting services. The implementation also includes integration services between the ERP suite of applications and other ST applications (e.g. Asset Management and Project Management Information Systems), data conversion and migration from legacy systems, and complete end-user training services.
- The implementation by Deloitte is structured as a 19-month delivery with business process design, system build, testing, and training performed ahead of a single system launch milestone. Implementation is followed by 3 months of post-production support.

- Deloitte will deliver licenses for Oracle ERP Cloud Services as well as MREF software as an official reseller of Oracle and IBM products.
- Deloitte's binding commitment to the proposal terms, as accepted per the Request for Proposal (RFP) requirements, provides Sound Transit with certainty on resource commitment and pricing through November 30, 2026.
- Contract negotiations with IBM, SymPro and ADP are ongoing. Execution of the software license or agreement contracts authorized in this action are dependent upon a successful outcome.
- Applicable taxes are estimated to be $3,729,694 and will be added to the final contract authorized amount as required.

Background

As Sound Transit continues to expand under the ST3 program, the agency requires a modern, integrated Enterprise Resource Planning (ERP) system capable of supporting its growing business operations, workforce, and asset portfolio across all modes of transit.

The ERP Program is a foundational component of Sound Transit's enterprise modernization strategy. It will deliver a secure, cloud-based platform built on the Oracle Cloud suite of applications, supplemented by specialized solutions for debt and investment management, payroll tax filing, and real estate portfolio management.

The new ERP ecosystem will replace multiple legacy and standalone systems, including JD Edwards for finance, UKG for human resources, and Prophix for budgeting. By standardizing business processes and creating a single, integrated source of enterprise data, the program will reduce manual and redundant activities, improve data quality and reporting capabilities, and provide timely, reliable information to support operational and strategic decision-making.

The implementation is planned as a single deployment over 19 months, followed by a three-month post-production period to support user adoption and operational stabilization. Optional services that may be considered at Sound Transit's discretion include expanded training and longer-term application management support.

This recommendation to award contracts is the next step required to implement Sound Transit's ERP/Enterprise Asset Management (EAM) Transformation program. Authorization of the Deloitte, Oracle, MREF, SymPro, and ADP application contracts will enable the system integrator's team to mobilize and begin the ERP project starting with kickoff sessions, product familiarization training, and business process re-engineering workshops this year.

Procurement information

Prior to issuing the solicitation for these services, Sound Transit considered the project's scope, the determining factors for contract award, and the need for proposal discussions and revisions. It was determined that a Request for Proposals procurement method would be most advantageous to the agency.

Sound Transit advertised Request for Proposals No. RTA/RP 0031-25 on June 27, 2025. Seven proposals were received by the September 8, 2025, submission due date. The proposals were evaluated based on the advertised criteria which included Experience, Qualifications, Past Performance; ERP SaaS Solution and Requirements Compliance; Business Process Re-engineering / System Implementation, Sequence, Schedule; Implementation Team, Staffing, Key Personnel; Price / Cost Submittal; Comprehensive Economic Development Strategies, Equal Employment Opportunity Commitment, and Exceptions to Proposed Contract.

The Evaluation Committee evaluated the seven proposals, and their ratings demonstrated that three firms were within the competitive range and were advanced to demonstrate their proposed solution and services. The top three firms were provided with Demo Scripts and weaknesses as determined by the evaluation committee. Following the demonstration period from December 1, 2025, through December 17, 2025, one week for each firm, the firms were provided evaluation feedback for their demo performance and invited to revise their proposals. Revised proposals were evaluated on February 9 and 10, 2026.

Deloitte Consulting LLP had the highest rated proposal; however, the Evaluation Committee expressed an interest in conducting compliance checks and reference checks across the competitive range prior to issuing the Notice of Intent Award. The outcome of that review supported the Evaluation Committee's determination of award to Deloitte Consulting LLP. This process was conducted from the end of February-April. Notice of Intent to Award was issued May 1, 2026.

Staff recommend that five contracts under the Deloitte Consulting LLP proposal be awarded. The first three contracts are with Deloitte Consulting LLP for system implementation and consulting services (inclusive of its subconsultants Denovo Ventures LLC and Sigma Consultants Group, Inc.), plus agreements for reseller licensing services with Oracle America, Inc., Cloud Services and IBM MREF. Agreements with SymPro for public sector treasury services and ADP for payroll tax filing services are the fourth and fifth SaaS contracts recommended for award. All services contracted under these agreements will be implemented according to Deloitte Consulting LLP's approved implementation plan. The procurement also includes elective services that may include additional software-related agreements. Sound Transit will review its business needs and if these elective services are deemed to be in the best interest of Sound Transit, contracts will be negotiated and executed pursuant to the requirements of Resolution No. R2023-30. Pricing was determined to be fair and reasonable based on market research, competition, experience, negotiation, and in comparison with the independent cost estimate at time of award.

Fiscal information

The Deloitte Consulting LLP, Oracle, IBM MREF, ADP, and SymPro contracts will receive funding from both capital and operating budgets. The ERP/EAM Transformation program will provide funding for the contracts for the ERP system implementation and consulting services. The Finance and Business Administration department will fund the remaining contract amounts, subject to the delegation of authority in Resolution No. R2023-30, as well as for ongoing SaaS platform and optional Application Managed Services maintenance in future years. Funding for the additional years of the contract will be included in subsequent annual budgets submitted to the Board.

The authorized allocation for the ERP/EAM Transformation program is $68,922,627. Within that amount, $45,954,670 has been allocated to the administrative capital phase for platform implementation and consulting services. The action would commit $29,681,040 including estimated applicable taxes, leaving a budget balance of ($17,132,000) in the administrative capital phase of the program. This budget also includes program management consulting services and other costs of project delivery. Based on the commitment proposed in this action, there is not sufficient budget to award the contracts and cover the applicable sales tax. Contract execution is contingent upon Board approval of a program Budget Amendment request to increase the authorized allocation for the ERP/EAM Transformation program, as is being considered in Resolution No. R2026-27.

Ongoing software use and elective application managed services will be included in the Agency's services and subscription-based information technology agreement (SBITA) costs. These costs are projected in the long-range financial plan, with annual amounts to be requested in future operating budgets. Since the projection for these costs is included in the long-range financial plan, this action does not impact Agency affordability.

Contract Detail for Enterprise Resource Planning System Platform and Consulting Services
(in thousands)

Contract Vendors	Board Approvals to Date	Proposed Action	Proposed Total for Board Approval	
Deloitte Consulting LLP	$ -	$ 20,419	$ 20,419	
Oracle - SaaS Contract	$ -	$ 8,887	$ 8,887	
Elective Services		$ (1,190)	$ (1,190)	
ADP	$ -	$ 435	$ 435	
SymPro	$ -	$ 1,208	$ 1,208	
Maximo REF	$ -	$ 2,001	$ 2,001	
Contingency* 15%	$ -	$ 3,592	$ 3,592	project only
Total Contract	$ -	**$ 35,352**	$ 35,352	
Estimated Taxes (@10.55%)	$ -	$ 3,730	$ 3,730	
Total with Estimated Taxes	$ -	**$ 39,082**	**$ 39,082**	
Percent Contingency	0%	15.0%	15.0%	project only

P803925 - ERP/EAM Transformation
(in thousands)

Project Phase	Authorized Project Allocation or Baseline Budget	Total Commitment + Actuals to Date	This Action	Total Commitment Plus Action	Uncommitted / (Shortfall)
Operation+Maintenance	$ 9,588	$ 9,628	$ -	$ 9,628	$ (40)
Admin Capital**	$ 45,955	$ 33,406	$ 29,681	$ 63,087	$ (17,132)
Agency Administration	$ 13,380	$ 2,051	$ -	$ 2,051	$ 11,329
Total Current Budget	**$ 68,923**	**$ 45,085**	**$ 29,681**	**$ 74,766**	**$ (5,843)**

Notes:
YTD Actuals (Total Commitment to Date) as of Sept 30, 2026.
**Project Cost for this action include Deloitte System Integration cost, first 3 years of software, contingency and estimated applicable taxes

Finance Business and Administration
(in thousands)

Cost Category	2026 Annual Operating Budget	Proposed Action Future Spending
Salaries and Benefits	$ -	$ -
Services		
Software Maintenance	$ -	
Depreciation & Amortization		
SBITA Amortization Expense (Oracle -yrs 4-10)***		$ 7,101
Elective Services		$ (551)
ADP		$ 333
Sympro		$ 938
Maximo REF		$ 1,580
Total Annual Operating Budget	**$ -**	**$ 9,401**

***Ongoing costs include estimated applicable taxes

Disadvantaged and small business participation

Sound Transit promotes and encourages small business participation, which also includes disadvantaged business enterprises (DBEs). Small business and DBE goals are based upon an examination of subcontracting opportunities contained in the work of this contract/agreement and the number of small businesses/DBEs available to perform such subcontracting work.

Sound Transit has established a 3% small business goal.

Small Business Commitment: 4.44%

Public involvement

Not applicable to this action.

Time constraints

A one-month delay would have a significant impact on the project schedule because of quarter-end constraints for go-live dates and may increase the project implementation services agreement cost or require negotiation of a limited notice to proceed with Deloitte to extend their binding commitment past November 30, 2026.

Environmental review – LS 10/21/2026

Legal review – DLM 11/2/2026

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A motion of the Rider Experience and Operations Committee of the Central Puget Sound Regional Transit Authority authorizing the chief executive officer to execute (1) an Implementation Services agreement with Deloitte Consulting LLP to provide an Enterprise Resource Planning system platform replacement, consulting services and Software-as-a-Service for Oracle America, Inc.'s Cloud Services and International Business Machine Corporation's Maximo in the amount of $30,117,686 (2) a ten-year software service agreement with SymPro Inc. in an amount not to exceed $1,207,510 and (3) a ten-year software service agreement with Automatic Data Processing, Inc., in an amount not to exceed $435,286; with a shared 15 percent contingency of $3,592,070, for a total aggregate amount not to exceed $35,352,552 plus applicable taxes, contingent upon adoption of Resolution No. R2026-27.

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Motion

It is hereby moved by the Rider Experience and Operations Committee of the Central Puget Sound Regional Transit Authority that the chief executive officer is authorized to execute (1) an Implementation Services agreement with Deloitte Consulting LLP to provide an Enterprise Resource Planning system platform replacement, consulting services and Software-as-a-Service for Oracle America, Inc.'s Cloud Services and International Business Machine Corporation's Maximo in the amount of $30,117,686 (2) a ten-year software service agreement with SymPro Inc. in an amount not to exceed $1,207,510 and (3) a ten-year software service agreement with Automatic Data Processing, Inc., in an amount not to exceed $435,286; with a shared 15 percent contingency of $3,592,070, for a total aggregate amount not to exceed $35,352,552 plus applicable taxes, contingent upon adoption of Resolution No. R2026-27.

APPROVED by the Rider Experience and Operations Committee of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on November 5, 2026.

Kristina Walker
Rider Experience and Operations Committee Chair

Attest:

Katie Flores,
Board Administrator