



Agenda Item No. (5)

To: Building and Operating Committee/Committee of the Whole
Meeting of October 23, 2025

From: Karin Williams, Senior Information Systems Manager
Fang Lu, Chief Technology Director
Kellee J. Hopper, Deputy General Manager, Administration and Development
Denis J. Mulligan, General Manager

Subject: **APPROVE ACTIONS RELATIVE TO THE HASTUS UPGRADE PROJECT**

Recommendation

The Building and Operating Committee recommends that the Board of Directors approve actions relative to the HASTUS Upgrade project as follows:

1. Approve an amendment to Contract No. 2011-BT-04, *HASTUS Maintenance and Support*, to add a task order process to the scope of work and, continue maintenance and support through June 30, 2030, in the amount of \$837,057;
2. Approve award of Task Order #1 against Contract No. 2011-BT-04, to GIRO Inc. of Montreal, Canada, for professional services and licensing to upgrade HASTUS version 2018 to version 2025, in the amount of \$1,246,365;
3. Approve award of Contract No. 2025-BT-098, *HASTUS Managed Cloud Hosting Services*, to GIRO Inc. of Montreal, Canada, in the amount of \$286,560 for one year of cloud hosting services; and,
4. Authorize the General Manager to exercise future renewals of contract 2025-BT-098 to continue hosting services for HASTUS, provided that funding has been allocated in the annual budget and such extensions are in the Golden Gate Bridge, Highway and Transportation District's best interest.

This matter will be presented to the Board of Directors at its October 24, 2025, meeting for appropriate action.

Summary

The Transit Scheduling System software suite (HASTUS), provides planning, scheduling, operational, and payroll data for Bus Operations. HASTUS has been used in the day-to-day operations by the Golden Gate Bridge, Highway and Transportation District (District) since the first acquisition of the software in 1997. Over the years, the District has made a significant investment in customizations to HASTUS for scheduling and operations practices to implement work rules and other terms of the District's collective bargaining agreements and to harmonize with existing bus infrastructure. The District is currently on version 2018, the implementation of which was completed in 2020 under capital project #1712 *Transit Scheduling System Upgrade*. To ensure that the District follows its strategic objective to keep systems supported by the vendor, HASTUS needs to be upgraded to the latest version, which is version 2025. As part of the upgrade, HASTUS will be moved from on-premise servers to being hosted in the cloud.

Recommendation to Amend Contract No. 2011-BT-04, *HASTUS Maintenance and Support*

Contract No. 2011-BT-04, *HASTUS Maintenance and Support* currently covers the support and maintenance of HASTUS version 2018 and is set to expire June 30, 2027. Since the project to upgrade from version 2018 to version 2025 will take, at a minimum, two years, extending the contract now to 2030 ensures that HASTUS 2018 will be fully supported until Version 2025 is transitioned to Production. This amendment will extend support from July 1, 2027 to June 30, 2030.

In addition, adding a task order process to Contract No. 2011-BT-04 will allow the District to contract with GIRO to upgrade HASTUS from version 2018 to version 2025 and for any future work that might be needed, for example to enhance existing functionality or add new functionality.

Recommendation to Execute Contract No. 2025-BT-098, *HASTUS Managed Cloud Hosting Services*

Since HASTUS was first implemented in 1997, it has been hosted on-premise in the District's datacenter. With the upgrade to version 2025, the decision was made to move to cloud hosting. This move aligns with the District's long-term goals of building a resilient, scalable, and future-ready infrastructure for its transit operations. To support the upgraded version of HASTUS on-premise, the District would need to invest in additional Windows and SQL servers, which would incur additional capital and maintenance costs. Moving to the cloud allows the District to avoid continual costs incurred for every future upgrade of HASTUS as well as enhances disaster recovery efforts. Given that HASTUS is a mission-critical application for bus operations, ensuring continuous availability and performance is vital to operational reliability and service delivery. Cloud hosting enables 24/7 support and uptime for bus operations. With the upgrade to version 2025, the decision was made to move to cloud hosting. The benefits the District will receive from this arrangement include:

- 24/7 infrastructure support and monitoring
- 99.5% availability and uptime
- Windows System Administration

- Database Administration
- Disaster Recovery strategies
- System Level Backups
- More seamless updating and patching of HASTUS and all other required third-party software
- A future proofed environment where resources can be easily scaled to match business needs

This new arrangement has the potential to save District funds in a variety of ways. Probable cost savings that could result from this arrangement include:

- Reduction in hardware/software upgrade costs will be eliminated by not needing to upgrade Windows or SQL Server every 3-5 years, averaging \$105,000 annually.
- Reduction in annual database maintenance and support costs of approximately \$75,000 by not needing to pay for SQL server licenses and database managed services.

Though the District's hosting contract is with GIRO, GIRO has partnered with a Managed Service Provider (MSP) to provide and support the server environment which the HASTUS application runs on. The MSP uses servers powered by Microsoft Azure, the Cloud Service Provider. Cloud hosting fees are annual based on a fixed monthly fee. Because GIRO is not able to secure a multi-year contract with Microsoft, staff requests that the General Manager be given the authority to exercise future renewals of this contract, provided funding has been allocated.

As GIRO is the only provider of the HASTUS system, maintenance, support and cloud hosting, both the amendment and new contract meet the definition of sole source as detailed in Section VI of the District Procurement Manual.

Fiscal Impact

Capital Project #2612, *HASTUS System Upgrade*, is included in the FY 25/26 District Division Capital Budget in the amount of \$2,635,895 and is 100% District-funded. There are sufficient funds in the capital project budget to support the proposed action, including all capital expenditures as detailed in Table 1. Capital expenses include \$1,246,365 for GIRO professional services for the upgrade, \$268,150 for one year of application support and maintenance and \$286,560 for the first year of startup and cloud hosting fees. The contract also includes \$568,907 for two years of support and maintenance and future years 2029 and 2030 cloud hosting will be budgeted accordingly in future-years Bus Division operating budgets provided that funding is available to continue cloud hosting. Cost of hosting this system in the cloud will have an offset after migration to the cloud is complete by having reduced database and server support cost.

TABLE 1: Proposed Action for Contracts 2025-BT-098 and 2011-BT-04

CONTRACT BUDGETS PROPOSED ACTION			
Description	Capital Project Budget (#2612)	Proposed Operating Budget	Proposed Total
Contract No. 2011-BT-04 – Task Order 1	\$1,246,365		\$1,246,365
Contract No. 2011-BT-04 – 1 st year of Support and Maintenance for HASTUS version 2025	\$268,150		\$268,150
Contract 2025-BT-098 – startup and year one cloud hosting fees	\$286,560		\$286,560
Contract No. 2011-BT-04 – 2 years of Support and Maintenance		\$568,907	\$568,907
TOTAL	\$1,801,075	\$568,907	\$2,369,982

TABLE 2: Contract Budget 2011-BT-04

CONTRACT INITIAL AWARD AND AMENDMENTS TO-DATE			
Type	Date	Description	Amount
Contract	June 2011	Initial Award	\$288,925
First Amendment	March 2012	Provide “Review of Roster, Minibus, & CrewOpt (HASTUS 2009)” training	\$12,445
Second Amendment	April 2013	Provide additional services relative to the implementation of dynamic interface with the Interactive Voice Response	\$ 8,680
Third Amendment	April 2014	Extend software support for one year	\$101,649

Fourth Amendment	June 2015	Extend software support for one year, purchase and software support of the HASTUS ATP Software Module, provide a version of the HASTUS ATP module for automated on-time analytics and provide GTFS+ programming for a real-time reporting interface	\$221,177
Fifth Amendment	June 2016	Extend software support for one year	\$109,973
Sixth Amendment	May 2017	Extend software support for one year	\$112,972
Amended and Restated Contract as a Result of HASTUS 2018 Upgrade	February 2018	Extend software support for four years	\$676,816
First Amendment to Amended and Restated	June 2021	Extend software support for three years	\$614,357
Second Amendment to Amended and Restated Contract	September 2024	Extend software support for three years	\$637,092
Third Amendment to Amended and Restated Contract	Pending	Upgrade from version 2018 to 2025 and extend software support for three years	\$2,083,422
TOTAL			\$4,867,507

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