

**Date:** September 24, 2025

**To:** Board of Directors

**From:** Sam Desue, Jr. 

**Subject:** **RESOLUTION NO. 25-09-48 OF THE TRI-COUNTY METROPOLITAN TRANSPORTATION DISTRICT OF OREGON (TRIMET) AUTHORIZING A CONTRACT WITH PALADIN TECHNOLOGIES, INC. (PALADIN) FOR MILESTONE LICENSING AND CARE SUPPORT SERVICES FOR TRIMET’S INFORMATION TECHNOLOGY DIVISION**

---

**1. Purpose of Item**

This Resolution requests that the TriMet Board of Directors (Board) authorize the General Manager or his designee to execute a contract with Paladin Technologies, Inc. (Paladin) for Milestone licensing and technical support services for TriMet’s Information Technology Division (Contract).

**2. Type of Agenda Item**

- Initial Contract
- Contract Modification
- Other

**3. Type of Contract Procurement**

- Low Bid / Invitation to Bid (ITB)
- Request for Proposals (RFP) (inc. CM/GC)
- Request for Qualifications (RFQ) (Personal Services)

**4. Reason for Board Action**

Board authorization is required for all contracts obligating TriMet to pay in excess of \$2,000,000.

**5. Type of Action**

- Resolution
- Ordinance 1<sup>st</sup> Reading
- Ordinance 2<sup>nd</sup> Reading

**6. Background**

TriMet maintains an extensive closed-circuit television (CCTV) environment that currently consists of almost 10,000 cameras covering fixed-route buses, light rail vehicles, wayside platforms, and other TriMet facilities. The system is continuing to expand, with 10 projects currently underway and another dozen planned to add and upgrade cameras and enhance system capabilities.

The CCTV system plays a critical role in supporting transit operations and ensuring public safety across TriMet’s service area. Real-time video is monitored 24 hours a day, seven days

a week, in the Security Operations Center. Recordings from the CCTV system are used primarily by TriMet’s Safety & Security and Transportation Divisions to monitor and respond to incidents in real time, investigate incidents, and improve operations and safety. In addition, TriMet responds to thousands of security-related requests for CCTV footage from regional law enforcement partners each year.

TriMet’s Information Technology (IT) Division manages the network, servers, and software that make up the CCTV system, and relies on licensed software provided by Milestone Systems to collect and manage video from the cameras. Because of the size and complexity of TriMet’s CCTV environment, the Milestone technical support services are extensive and complex. As is typical for systems of this scale, TriMet maintains a support contract with Milestone that provides regular software updates, technical support, and advantageous pricing on additional device licenses. The support contract is purchased through an authorized reseller, using a competitive bidding process.

**7. Description of Procurement Process**

TriMet issued an Invitation to Bid (ITB) for Milestone licensing and technical support on August 20, 2025, with bids due on September 4, 2025. The ITB was advertised on TriMet’s TriP\$ website. TriMet received 4 bids in response to the solicited ITB, and Paladin submitted the lowest responsive and responsible bid. The bids, from lowest to highest, are summarized below:

<b>Paladin Technologies</b>	<b>Pavion Corp.</b>	<b>HIT Holding</b>	<b>Siemens Industries</b>
\$2,866,785	\$2,999,981	\$3,104,963	\$4,094,530
<b>\$3,977,500</b>			

*Independent Cost Estimate (ICE) . . .*

In addition to the bid price shown above, TriMet requests an additional \$500,000 for the purchasing of annual licenses. The licenses can only be purchased in groups of 250 and will be purchased on an “as-needed” basis. It is the IT Division’s estimate that TriMet will need one group of 250 licenses each year, which will bring the combined total of this request to \$3,366,785 for the five-year contract term.

TriMet’s Independent Cost Estimate (ICE) for the five-year Contract was \$3,977,500. TriMet determined that Paladin was the lowest responsive and responsible bidder, and found its bid to be fair and reasonable based on competition and comparison with TriMet’s ICE. Accordingly, staff recommends award of the Contract to Paladin.

The total Contract costs over the five-year period will be based on the Agency’s actual requirements.

**8. Disadvantaged & Small Business Utilization**

Paladin will be self-performing all of the work under this Contract.

**9. Financial/Budget Impact**

Funds for the Contract will be drawn each Fiscal Year from the Board-adopted budget for the IT Division’s operating expenses. Approval of this Resolution will not incur any additional financial impact.

**10. Impact if Not Approved**

Failure to approve this Resolution will cause a lapse in licensing and technical support of the CCTV environment provided by Milestone Systems and will negatively impact CCTV reliability and operations. It will also impact the progress of multiple CCTV projects that are currently underway. Approval of this Resolution is recommended.

**RESOLUTION NO. 25-09-48**

**RESOLUTION NO. 25-09-48 OF THE TRI-COUNTY METROPOLITAN  
TRANSPORTATION DISTRICT OF OREGON (TRIMET) AUTHORIZING  
A CONTRACT WITH PALADIN TECHNOLOGIES, INC. (PALADIN) FOR  
MILESTONE LICENSING AND CARE SUPPORT SERVICES FOR  
TRIMET'S INFORMATION TECHNOLOGY DIVISION**

**WHEREAS**, TriMet has authority under ORS 267.200 to enter into a Contract with Paladin Technologies, Inc. (Paladin) for Milestone Licensing and Care Support (Contract) for TriMet's Information Technology Division; and

**WHEREAS**, by Resolution No. 25-06-29, dated June 25, 2025, the TriMet Board of Directors (Board) adopted a Statement of Policies requiring it to authorize contracts obligating TriMet to pay in excess of \$2,000,000; and

**WHEREAS**, the total amount of the Contract exceeds \$2,000,000;

**NOW, THEREFORE, BE IT RESOLVED:**

1. That the Contract shall conform with applicable law.
2. That the General Manager or his designee is authorized to execute a five-year Contract with Paladin in the amount of no more than \$3,366,785, with the total amount expended pursuant to the Contract based on the actual services provided through the Contract's September 30, 2030, expiration date.

Dated: September 24, 2025

---

Presiding Officer

Attest:

---

Recording Secretary

Approved as to Legal Sufficiency:



---

Legal Department