

County Connection

INTER OFFICE MEMO

To: Board of Directors

Date: April 18, 2019

From: Rashida Kamara, Manager of Accessible Services

Reviewed by: *WC.*

Subject: Award Contract for Provision of Paratransit Operations & Maintenance Services to Transdev Services, Inc.

Summary:

On December 3, 2018, staff released a Request for Proposal (RFP) for the provision of the following transportation services: LINK and BART ADA Paratransit, Saint Mary's Shuttle, California State University East Bay, Alamo Creek, Concord Police Department and other special transportation services as needed.

Six proposals were received by the deadline of March 12th 2019, from the following companies: First Transit, Transdev, Ride Right, Ascendal, Apara Transit, and National Express Transportation. All six proposals met the minimum standards set forth in the RFP and were subsequently evaluated. A review panel evaluated each proposal and interviewed the firms on Wednesday, March 20th, 2019.

The review panel reached a consensus on its recommendation to award a contract to Transdev as the highest scoring proposal, and to transition the provision of Transportation & Maintenance Services from First Transit, the existing service provider.

Background:

County Connection's RFP invited proposers to submit innovative service proposals that included knowledgeable staff, partnerships with transportation network companies (TNCs), taxi companies or other non-emergency medical transportation (NEMT) companies that would promote better on time performance (OTP) and increase productivity, which would in turn provide better quality service and reduce overall cost. The RFP also requested innovative approaches to service delivery and technological solutions to improve customer experience and provide user friendly options. Each proposer met the minimum requirements. A review panel made up of County Connection's Assistant General Manager of Administration, Manager of Accessible Services, Contra Costa Transportation Authority's Director of Programs, Peter Engel, and Contra Costa County's Senior Planner, John Cunningham, evaluated all 6 companies. The following criteria were used in the evaluation process:

- | | |
|--|------------|
| 1. Financial Viability, Firm Experience and Corporate Support: | 100 Points |
| 2. Qualification/Experience of Key Personnel, Thoughtful Leadership: | 300 Points |
| 3. Creative approach/Integration and Value Added: | 200 Points |
| 4. Service Improvement/Implementation Plan : | 200 Points |
| 5. Reasonable Cost: | 200 Points |

In accordance with California Labor Code Section 1070, a ten percent bidding preference (i.e., an additional 100 bonus points) was available if the proposer retained the current labor force. The interview process was designed to gain a better understanding and receive clarification where necessary regarding the submitted proposals. Explanation was especially necessary where the panel needed to better understand cost comparisons against staffing levels and productivity management.

Following the interview process, the evaluation team reached a consensus on its recommendation to award a contract to Transdev, which was the highest scoring proposer. While the proposals varied in their strengths and weaknesses, from staffing levels to technology solutions and financial viability, the evaluation team was unanimous in its recommendation of Transdev. Please refer to attached evaluation & scoring sheet.

From a financial perspective, there was a wide spread of proposed costs among the firms. There was a 2.3 million dollar difference between the lowest cost proposal and the most expensive proposal. Additionally, there was a large variance in projected service hours, making it difficult to compare proposed costs. Please see the chart below demonstrating the variance in proposed costs and service hours for year one as an example.

Initial Proposal Cost Comparison

Proposer	Year 1 Cost	Service Hours
First Transit	\$ 6,521,029.56	99,483.50
Transdev	\$ 6,789,733.00	108,054.52
Ascendal	\$ 6,973,249.00	94,718.26
Aparatransit	\$ 7,010,960.00	109,002.36
National Express	\$ 7,672,459.00	100,296.02
Ride Right	\$ 8,799,073.00	119,532.73

Through the evaluation process, staff determined that a reasonable number of service hours was 100,856 for year one and 102,936 for year two. The Authority multiplied each proposer's hourly rate by the same projected number of service hours for year one 100,856 and for year two 102,936 then added each proposer's fixed rate to calculate the total annual costs. Additionally, staff divided the total annual cost for each proposer by the same projected number of service hours of 100,856 for year one and 102,936 for year two to calculate each proposer's actual total hourly rate. The following chart provides a more reasonable comparison of proposer costs based upon this approach.

Adjusted Proposal Cost Comparison Total Contract Costs and Combined Monthly + Hour Cost/ Total Annual Hours

		Year 1	Year 2	2 Year Total
First Transit	Total Annual Expense Combined Hourly Rate	6,587,648.44 65.32	6,984,356.00 67.85	13,572,004.44 66.60
Transdev	Total Annual Expense Combined Hourly Rate	6,454,219.35 63.99	6,856,577.52 66.61	13,310,796.87 65.32
Ascendal	Total Annual Expense Combined Hourly Rate	7,265,969.09 72.04	7,140,132.03 69.37	14,406,101.12 70.69
Nation Express	Total Annual Expense Combined Hourly Rate	7,702,598.71 76.37	8,226,357.03 79.92	15,928,955.74 78.16
Ride Right		7,800,628.59 77.34	8,134,006.59 79.02	15,934,635.17 78.19
Aparatransit	Total Annual Expense Combined Hourly Rate	6,640,882.98 65.85	6,902,639.81 67.06	13,543,522.79 66.46

Applying this approach, Transdev's proposed costs were more in line with County Connection's current budget for these services.

In addition, Transdev set itself apart from the other proposers by demonstrating a strong partnership with Big Star Transit (a DBE firm), which will provide services during peak hours, weekends, and late night, providing a significant increase in overall productivity and reducing the use of County Connection vehicles. Transdev carefully analyzed our service, calculated

wait times at transfer locations, and calculated travel times for trips in the farthest parts of the service area. Transdev also proposed software tools that can provide enhanced management of the existing Trapeze paratransit scheduling software, which will result in improved OTP and ridership productivity.

The incumbent, First Transit, proposed a contract that represented a 2.3% increase over the current draft budget for purchased transportation services. They also did not bring in any established partnerships under which a service plan was developed to reduce costs and increase productivity. Although First Transit has relationships with Lyft and Uber in other locations, it did not propose that solution as part of its proposal, but as something to be reviewed in the future.

Attachments:

Master Evaluation & Scoring Sheet

Resolution No. 2019-022

Fiscal Impact:

The draft FY 2020 budget for purchased transportation is \$6,436,071. The recommended proposer, Transdev, proposal of \$6,454,219 as adjusted for staff projection of 100,836 service hours for the first year, which is 3/10th % over the current draft budget. The incumbent, First Transit, proposed \$6,587,648 which is 2.3% over the current purchased transportation draft budget. The total cost for the base two-year contract with Transdev is projected to be \$13,310,796 as adjusted for anticipated service hours which is less than the \$14,060,935 in the Transdev proposal. Cost for optional years, if exercised by County Connection, will be based on then-current cost, subject to adjustment for proven increases in Transdev's costs.

Recommendation:

The A&F Committee recommends the board approve resolution No. 2019-022 authorizing the General Manager to enter into an Agreement with Transdev Services, Inc. for the provision of Paratransit Operations & Maintenance Services, commencing July 1, 2019, for a two year base term with three one-year options, at a cost not to exceed \$14,060,935 for the base two year term, in a form as approved by Legal Counsel.

Master Evaluation & Scoring Sheet
County Connection Request for Proposal for Paratransit Services

	Criteria	Max Points	First Transit	National Express	Ascendal	Transdev	Ride Right	Aparatransit
I.	Financial Viability, Firm Experience and Corporate Support Proposed Firm demonstrated financial viability, experience and Corporate support, by providing solid financials, references and contact information for support staff.	100	88.75	88.75	56.25	91.25	75	60
II.	Qualification/Experience of Key Personnel, Thoughtful Leadership Proposed management staff's experience with contracts of similar scope and complexity. Please consider how effectively proposers addressed County Connection specific requirements.	300	187.5	206.25	131.25	278.75	227.5	213.75
III.	Creative Approach/Integration and Value Added Demonstrated ability to provide high quality, cost effective paratransit operations/maintenance services. Includes ability to effectively use Trapeze software and MTD's and other technological options as well as provide detailed reports across all aspects of provided service.	200	88.75	136.25	118.75	186.25	133.75	166.25
IV.	Service Improvement/Implementation Plan Did proposer provide a complete and thorough response in conformance with the terms and conditions of the RFP? Did they provide a realistic transition plan and operational protocols that would demonstrate and measure service improvements?	200	88.75	148.75	106.25	187.5	118.75	161.25
V.	Reasonable Cost Proposed staffing plan is consistent with conditions of RFP and are sufficient to provide high quality service to County Connection.	200	157.5	123.75	145	186.25	106.25	185
Subtotal		1000	611.25	703.75	557.5	930	661.25	786.25
Employee retention Preference, CA Labor Code § 1071(d) Bonus Points-100		100	100	100	100	100	100	100
Total Proposer Score		1100	711.25	803.75	657.5	1030	761.25	886.25

Each panel member's points were combined and divided by 4 to get an average score.

RESOLUTION NO. 2019-022

**BOARD OF DIRECTORS, CENTRAL CONTRA COSTA TRANSIT AUTHORITY
STATE OF CALIFORNIA**

* * *

**AUTHORIZING AWARD OF A CONTRACT
TO TRANSDEV SERVICES, INC. TO PROVIDE ADA PARATRANSIT
AND ASSOCIATED SERVICES**

WHEREAS, the County of Contra Costa and the Cities of Clayton, Concord, the Town of Danville, Lafayette, Martinez, the Town of Moraga, Orinda, Pleasant Hill, San Ramon and Walnut Creek (hereinafter "Member Jurisdictions") have formed the Central Contra Costa Transit Authority ("County Connection"), a joint exercise of powers agency created under California Government Code Section 6500 et seq., for the joint exercise of certain powers to provide coordinated and integrated public transportation services within the area of its Member Jurisdictions;

WHEREAS, on December 3, 2018, County Connection issued a Request for Proposals To Provide ADA Paratransit Services (RFP 2018-MA-03) for the operation and maintenance of (1) County Connection ADA paratransit services (LINK), (2) BART ADA paratransit services, (3) Route 250, (4) Route 260, (5) the Alamo Creek Demand Responsive Flex Route, (6) Concord Police Department special requests; and (7) other special transportation services as needed;

WHEREAS, six proposals were received by the March 12, 2019 deadline and were evaluated by a four-member evaluation committee, which also conducted interviews with all of the proposers on March 20, 2019;

WHEREAS, the evaluation committee unanimously concluded that Transdev Services, Inc. was the highest ranked proposer based on the evaluation criteria contained within the Request for Proposals; and

WHEREAS, the evaluation committee recommends award of the subject contract to Transdev Services, Inc., which recommendation was supported by the Administration and Finance Committee at its April 10, 2019 meeting.

NOW, THEREFORE, BE IT RESOLVED that the Central Contra Costa Transit Authority Board of Directors authorizes award of a contract to Transdev Services, Inc. for ADA paratransit and associated services as described in RFP 2018-MA-03 for a two-year base term commencing July 1, 2019, for a total two-year estimated cost of \$14,060,935, based upon the following proposed costs and a project contingency:

	Year 1	Year 2
Combined Hour Rate	\$63.99	\$66.61
Estimated Service Hours	100,856	102,936
Total Annual Cost	\$6,454,219	\$6,856,577

; and

BE IT FURTHER RESOLVED that the General Manager is authorized to execute a contract with Transdev Services, Inc. on behalf of County Connection in full conformity with all of the terms and conditions of the solicitation documents, subject to approval as to form by Legal Counsel; and

BE IT FURTHER RESOLVED that the General Manager is authorized to execute up to three additional one-year option terms to the contract with Transdev Services, Inc., provided that exercise of such options is in the best interest of CCCTA, with the understanding that costs for optional years will be based on then-current costs, subject to adjustment for proven increases in Transdev's costs.

Regularly passed and adopted this 18th day of April 2019, by the following vote:

AYES:

NOES:

ABSTAIN:

ABSENT:

Sue Noack, Chair, Board of Directors

ATTEST:

Lathina Hill, Clerk to the Board