

INTER OFFICE MEMO

To: A&F Committee

Date: April 1, 2019

From: Rashida Kamara, Manager of Accessible Services

Reviewed by: *RK*

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, Aparatransit, 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.

Recommendation:

Staff recommends the A&F Committee forward to the Board a resolution authorizing the General Manager to enter into an Agreement with Transdev Services, Inc. for the provision of Paratransit Operations & Maintenance Services, commencing July 1st, 2019, for two years with three one-year options, at a cost not to exceed \$13,310,796 for the base two year term, in a form as approved by Legal Counsel.

Fiscal Impact:

The draft FY 2020 budget for purchased transportation is \$6,506,506. The recommended proposer, Transdev, provided a cost proposal of \$6,454,219 for the first year, which is slightly lower than the current draft budget. The lower cost is a direct result of Transdev's increased productivity. The incumbent, First Transit, proposed \$6,587,648, which is slightly higher than the adopted budget. The total cost for the base two-year contract with Transdev is \$13,310,796. 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.

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, and that would promote better on time performance (OTP) and increased productivity, which would in turn provide better quality service and reduced overall cost. The RFP also requested innovative approaches to service delivery and technological solutions to improve customer service and user friendliness of the service. 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 Peter Engel and Contra Costa County's Senior Planner John Cunningham, evaluated all 6 companies. The following criteria were used in the evaluation process:

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| 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. Transdev also submitted the lowest priced proposal. Please refer to attached evaluation & scoring sheet.

From a financial perspective, there was a wide spread of proposed costs among the firms, with a 2.6 million dollar difference between the lowest cost proposal and the most expensive proposal. It is important to note, that in order to fairly evaluate costs, the Authority took a projected number of service hours (100,856) and calculated each proposer's cost to provide service by multiplying the projected service hours by the

proposer's cost per hour (100,856 projected service hours x cost per hour). However, the actual costs may be less as a result of improved productivity. The following chart illustrates the cost results.

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

Transdev's proposed cost was 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 on 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. These capabilities will reduce the need for increased call center agents to answer "where are my ride" calls and prevent long hold times on the phone to cancel rides and thus release drivers early and reduce service hours.

The incumbent, First Transit, proposed a contract that represented a 1.2% increase over the current budget. However, there were no established partnerships under which a service plan was developed to reduce cost and increase productivity. And, 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

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.