

**Item No. 8**



DATE: June 5, 2013

TO: Board of Directors

FROM: Marlena Kohler *MK*  
Procurement Manager/DBE Officer

RE: Consider Approval of a Modification to Exercise Option Period 1 for the Operation, Maintenance and Management of ACCESS Paratransit Services Contract with MV Transportation.

## I. EXECUTIVE SUMMARY

At its meeting in April 2008 the Board of Directors approved award of a contract to MV Transportation for operation, maintenance and management of ACCESS Paratransit services. The Board of Directors approved the five-year base contract with five (5) one-year extensions. The base contract is due to expire on June 30, 2013.

According to the contract, the first option period's term would be July 1, 2013 through June 30, 2014, with a maximum estimated cost of \$2,528,697.47. This amount was based on an estimated maximum of 38,981 vehicle revenue hours. However, actual demand has been lower than the projections used to formulate the initial contract and we therefore anticipate the contract costs will be closer to \$2.1 million.

Given that we have had relatively positive experience with our current contractor, staff is not recommending undertaking a new procurement for the operation, maintenance and management of our paratransit service at this time. Moreover, there are a number of issues that will come to play over the upcoming year or two that would impact the development of a scope of work for such procurement:

- The countywide paratransit software (Trapeze) contract expires in June 2014;
- GCT's procurement of interactive voice response (IVR) software for paratransit is not being scheduled at this time;
- Gold Coast Transit will transition to a district in 2014; and,
- Size and configuration of our paratransit fleet may change with possible fleet replacements.

For the next year, staff is confident that any issues that have arisen during the base period of our contract with MV have been addressed to GCT's satisfaction and that our assets are in good condition.

The Technical Advisory Committee reviewed and discussed this issue at its May 15, 2013 meeting and unanimously recommended approval of the contract modification to the Board of Directors.

**It is recommended the Board of Directors authorize a contract modification to exercise Option Period 1 in the maximum amount of \$2,528,697.47.**

## **II. BACKGROUND**

A Request for Proposals (RFP) was issued on November 9, 2007 for the operation, maintenance and management of Gold Coast Transit's (GCT) ACCESS paratransit service for the base period of July 1, 2008 through June 30, 2013 plus five one-year options. Proposals were received from MV Transportation, Inc. and First Transit, Inc., which acquired Laidlaw Transit Services, Inc., the incumbent.

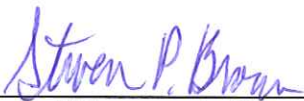
A Proposal Evaluation Team evaluated the technical proposals in accordance with the evaluation criteria in the RFP, which is shown as Attachment 1 hereto. Based on the evaluation results, staff recommended awarding the contract to MV Transportation.

On April 2, 2008, the Board of Directors approved the award of the contract.

## **III. SUMMARY AND RECOMMENDATIONS**

The current contract expires June 30, 2013 and MV continues to satisfy contract requirements while providing good service to our customers as evidenced by the low customer complaint ratio. It is appropriate to exercise Option Period 1 to allow for continuous service and prevent interruption to current service.

**It is recommended the Board of Directors authorize a contract modification to exercise Option Period 1 in the maximum amount of \$2,528,697.47.**



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General Manager's Concurrence

Attachments (1)

**APPENDIX A  
PROPOSAL EVALUATION & CRITERIA**

**Proposal Evaluation**

GCT shall examine and evaluate all proposals for the purpose of ascertaining their completeness and responsiveness to the provisions of this RFP. In addition, GCT will review such materials to ensure the responsibility of proposing firms. Evaluation of proposing firms' responsibility will be based upon evidence of: a) adequate financial capacity to undertake and maintain project duties, and b) satisfactory performance in previous contracts for operation of transit services.

Proposing firms' whose proposals are determined by GCT to be non-responsive, or who are not found to be responsible, shall be notified of their rejection in writing by GCT. Such notification shall be issued by GCT after consideration of the proposal results by the GCT Board of Directors. GCT reserves the right to arrange on-site fiscal or program assessments by GCT staff or external auditors to establish the applicant's ability to meet the terms and conditions of the proposal and the proposal application. The following criteria will be used to evaluate proposals which have been found by GCT staff to meet the minimum proposal requirements. Evaluation will address the following elements which are listed in their relative order of importance:

**Technical Ability**

- a. Background and past experience in ADA and senior paratransit services. Proven ADA paratransit management and operational abilities. Experience/abilities of management and other staff. Experience in servicing contracts of similar size and scope.
- b. Available resources, financial assets, capital, personnel resources dedicated to the implementation of the GCT ADA paratransit program.
- c. Management philosophy consistent with excellence in operations management, customer relations, client relations and employee relations. Staff provides for training and exercises sound hiring practices.

**Cost of Service**

- a. Reasonable cost for total proposal. The five prices for each year included in the Proposal Form will be averaged and multiplied by the stated maximum annual vehicle revenue hours to calculate estimated annual prices. The sum of the annual totals will be used for purposes of price competition.
- b. Fiscal stability and capability of Contractor.

**Probability of Success**

- a. Plans and timeline for smooth transition and implementation.
- b. History of good working relationship with other clients, funding agencies and results of reference checks.

(Note: Contractors who are or have been seriously deficient in current or recent contract performance in the absence of evidence to the contrary or circumstances properly beyond the control of the Contractor shall be presumed to be unable to meet this requirement. Past unsatisfactory performance will ordinarily be sufficient to justify a finding of non-responsibility.)