



Item #11

**DATE** July 1, 2015

**TO** GCTD Board of Directors

**FROM** Marlena Kohler, Purchasing Manager/DBE Officer

**SUBJECT** Consider Authorization for the General Manager to Execute a Contract for the Remodeling of the Customer Service Center located at the Oxnard Transportation Center

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## **I. EXECUTIVE SUMMARY**

Staff is in the midst of a competitive bid to award a qualified contractor to remodel GCTD's Customer Service Center (CSC) located at the Oxnard Transportation Center (OTC). The selection process is anticipated to be completed mid to late July. Since the Board of Directors does not meet in the month of August, to prevent further delay in the commencement of this project it is recommended that the Board authorize the General Manager to execute a contract for the Remodeling of the Customer Service Center, not to exceed two times the GM's current contracting authority or \$200,000.

## **II. BACKGROUND INFORMATION**

GCTD employs three (3) Customer Service Assistants (CSA) at two different locations, OTC and GCTD's Administration Office. The CSC is staffed with two CSAs and the third resides at the Administration office. The CSAs rotate between the two locations every four months and the two CSAs assigned to the OTC work staggered work schedules in order to accommodate the 7 am to 7 pm schedule the office is open to the public. This situation requires each of the CSAs to be alone for approximately 3-4 hours every day in the early morning and at night, both a safety concern.

An increase in passenger activity at the OTC has made it necessary to relocate the third CSA to the OTC. However, with the addition of new technology, such as the new point-of-sale (POS) system, and the equipment associated with these technologies, adding another workstation is not feasible because of the limited space of the current configuration. The office space needs to be redesigned in order to provide the space and functionality needed to support all three CSAs. In addition, safety concerns and passengers accessibility will also be addressed.

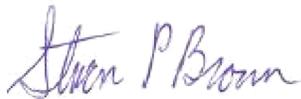
### **GOLD COAST TRANSIT DISTRICT**

In September 2014, as a result of a competitive bid process, Staff awarded an Architectural and Engineering services contract to E.C. Lind L.L.P. to develop plans to remodel the CSC. The proposed remodeling will redesign the office so that three (3) exterior "order windows" will be utilized by passengers providing convenience for the passengers and needed space and safety for the CSA's to conduct business. The interior restroom will be refurbished to meet ADA standards, and much needed storage and cabinets will be installed.

A competitive bid was released last week and is expected to close on July 17, 2015. The selection process will be completed shortly thereafter. The next Board of Directors' meeting will not occur until September. Staff proposes to prevent further delay in the commencement of this project by recommending the Board authorize the GM to award a contract, not to exceed two times his current contracting authority, or \$200,000, to the responsive and responsible contractor who submits the lowest overall bid in response to our IFB.

### **III. RECOMMENDED ACTION**

It is recommended that the Board of Directors authorize the General Manager to execute a contract to the lowest, responsible and responsive bidder resulting from IFB 15-12 Remodel of Customer Service Center, not to exceed two times the GM's current contracting authority or \$200,000.



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General Manager's Concurrence