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Agenda Items: ID#20-001167 (3-B)

Date: 9/17/2020

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CITY OF FRESNO
CITY CLERK'S OFFICE

FRESNO CITY COUNCIL



Additional Information

Item(s)

Title: Award a three-year contract in the amount of \$25,183,393 to National Express Transit for the continued provision of paratransit services with the option of four one-year extensions and authorize the Director of Transportation to execute the documents (Bid File 9524)

Contents: PowerPoint Presentation

Supplemental Information:

Any agenda related public documents received and distributed to a majority of the City Council after the Agenda Packet is printed are included in Supplemental Packets. Supplemental Packets are produced as needed. The Supplemental Packet is available for public inspection in the City Clerk's Office, 2600 Fresno Street, during normal business hours (main location pursuant to the Brown Act, G.C. 54957.5(2)). In addition, Supplemental Packets are available for public review at the City Council meeting in the City Council Chambers, 2600 Fresno Street. Supplemental Packets are also available on-line on the City Clerk's website.

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DEPARTMENT OF TRANSPORTATION

Requirements Contract for Paratransit
Services

September 17, 2020



Agenda/Overview of Presentation

- Community Engagement
- RFP & Evaluation Committee Processes
- Contract Detail
- Solicitation Detail
- Committee Recommendation

Community Engagement

- **August 2019**

- Presentation to Disability Advisory Commission – Transportation Subcommittee (DAC)
- Contract history, new RFP plan
- Customer Survey on system use

- **September 2020 – DAC Community Meeting**

- Assists staff, committee and community in preparing for Council meeting
- Discuss anticipated questions, comments and concerns

RFP Process

- **August – September 2019**
 - Background work on RFP for compliance and structure
 - Independent Cost Estimate (ICE)
 - New contract structure (incentives and disincentives)
- **November 2019** – RFP is posted
- **January 2020** – Proposals are opened
- **January – March 2020**
 - Committee Review, Meetings and Discussion
 - Proposals thoroughly reviewed
 - Interviews with finalists – Keolis and NEXT
 - The committee chose not to interview other bidders based upon RFP evaluation (completeness of proposal, price, etc.)

RFP Process – continued

- **March – May 2020**
 - COVID-19 strikes, disrupts all business facets
 - Impacts to ridership, cleaning standards, staffing
 - Proposers asked to extend bids x3
- **June 2020 – Current**
 - Decline in Ridership stabilizes
 - Prepare to Award – review reports from committee
 - Draft Staff Recommendation, associated documents from Purchasing posted and finalized

Solicitation Details

- 3-year contract with 4 optional 1-year extensions
- Requirements contract pays for services provided – actual Vehicle Service Hours
 - Bids assumed annual VSH of 105,000
 - Contractor is responsible for daily operations, training, vehicle maintenance, customer relations, reporting and audits.

Bidder	Total
Keolis Transit	\$21,315,208
National Express Transit (NEXT)	\$25,183,393
Fresno EOC	\$26,252,782
A-Para Transit	\$28,049,936

Contract Structure

- Monthly Incentives/Disincentives
 - On Time Performance – 92% goal
 - Trip Length – goal is 93% completed within 60 mins or less
 - Average Phone Hold Time – goal is under 90 seconds
 - Abandoned Calls – goal is 1% or fewer calls are unanswered
 - Customer Satisfaction – goal is 3 or fewer complaints and inquiries received by the City
 - Safety & Security – goal is 0 FTA-reportable injuries
 - Vehicle Reliability – goal is 7 FTA-reportable major/mechanical failures

Committee Recommendation

- Representatives from DAC, COF Transportation & ADA Coordinator comprised committee.
- NEXT selected based on BEST VALUE
 - Allowed by FTA to ensure the agency can select best fit instead of low bid
 - Use of Federal funds to pay for this contract, means local preference does not apply
 - Incorporates improved performance standards
 - Retains majority of the workforce, including wage and benefits (assumes ATU contract)