

# access

BOARD OF DIRECTORS MEETING  
MONDAY, MAY 22, 2017  
Closed Session: 12:00 p.m.  
General Session: Immediately Following  
The meeting is expected to end by or  
before 3:00 p.m.

Los Angeles County Metro Board Room  
One Gateway Plaza, 3<sup>rd</sup> Floor  
Los Angeles CA 90012

## MISSION STATEMENT

*Access Services promotes access to all modes of transportation and provides quality and safe ADA paratransit service on behalf of public transit agencies in Los Angeles County.*

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	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS	
3. CLOSED SESSION	DISCUSSION/ POSSIBLE ACTION
A) <i>CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9</i>	
1. <i>Anticipated Litigation: Gov. Code §54956.9 (b)</i>	
(i) <i>Significant exposure to litigation pursuant to subdivision (b) of Gov. Code §54956.9</i>	
(b) <i>a situation where based on the advice of counsel taking into account "existing facts and</i>	

*circumstances" there exists a "significant exposure to litigation"*

2. Pending Litigation:

- (i) *Washington v. Access Services LASC# BC645044*
- (ii) *Lynch v. Access Services et al. LASC# KC068609*
- (iii) *Reynaga v. LACMTA, Access et al. BC673040*

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| 4. | <b>REVIEW &amp; APPROVAL OF MINUTES FROM THE BOARD MEETING ON APRIL 17, 2017</b> (page 5)<br>[Staff Recommendation: Approve minutes as written]   | ACTION<br>[Vote Required: majority of quorum by roll call] |
| 5. | <b>REPORT FROM EX-OFFICIO BOARD MEMBERS</b>   | INFORMATION  |
| 6. | <b>GENERAL PUBLIC COMMENT</b>   | INFORMATION  |
| 7. | <b>SUPERIOR SERVICE AWARD</b>   | PRESENTATION   |
| 8. | <b>CONSENT CALENDAR</b> <ul style="list-style-type: none"><li>a) Consideration to Approve Extension of Term for Customer Opinion Survey Services (AS-4021) (page 12)</li><li>b) Consideration to Award Contract for Oracle Fusion ERP Support Services (AS-4046) (page 14)</li><li>c) Consideration to Extend Term and Increase Funds for Auditing Services (AS-3199) (page 17)</li><li>d) Consideration to Approve FTA Authorizing Resolution (page 19)</li></ul> [Staff Recommendation: Approve Consent Calendar] | ACTION<br>[Vote Required: majority of quorum by roll call] |
| 9. | <b>CONSIDERATION TO AWARD CONTRACT FOR SPECIALIZED ADA PARATRANSIT SERVICE: WEST CENTRAL REGION CONTRACT (AS-4031)</b> (page 21)<br>[Staff Recommendation: Authorize staff to execute a contract for ADA paratransit service in the West Central region for the period of July 1, 2017 to October 28, 2022, with California Transit Inc. in an amount not to exceed \$134,994,102.]   | ACTION<br>[Vote Required: majority of quorum by roll call] |

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| 10. | <b>CONSIDERATION TO EXTEND TERM, INCREASE FUNDS AND MODIFY PARENTS WITH DISABILITIES PILOT PROGRAM (AS-3403)</b> (page 26)<br><br>[Staff Recommendation: Please see the item for a description of staff's recommendation.]   | ACTION<br>[Vote Required: majority of quorum by roll call] |
| 11. | <b>CONSIDERATION TO RENEW SELF-INSURED RETENTION AUTOMOBILE LIABILITY PROGRAM</b> (page 30)<br><br>[Staff Recommendation: Authorize staff to continue a \$100,000 Self Insured Retention program with estimated liability of \$1,718,000 determined in accordance with GASB Statement No. 10 as required for public entities.] | ACTION<br>[Vote Required: majority of quorum by roll call] |
| 12. | <b>CONSIDERATION TO APPROVE RENEWAL OF COMMERCIAL BUSINESS PACKAGE INSURANCE</b> (page 32)<br><br>[Staff Recommendation: Please see the item for a description of staff's recommendation.]   | ACTION<br>[Vote Required: majority of Quorum by roll call] |
| 13. | <b>CONSIDERATION TO AWARD CONTRACT FOR MAIL AND FULFILLMENT SERVICES (AS-4048)</b> (page 34)<br><br>[Staff Recommendation: Authorize staff to execute a contract with The Data Center for a base term of three (3) years in an amount not to exceed \$275,000, for the period of July 1, 2017 through June 30, 2020.]          | ACTION<br>[Vote Required majority of quorum By roll call]  |
| 14. | <b>ACCESS TAXICAB DECAL PRESENTATION</b>   | INFORMATION  |
| 15. | <b>UPCOMING BOARD ITEMS</b> (page 37)  | INFORMATION  |
| 16. | <b>INTERIM EXECUTIVE DIRECTOR'S REPORT</b>   | INFORMATION  |
| 17. | <b>BOARD MEMBER COMMUNICATION</b>  | INFORMATION  |
| 18. | <b>NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</b>  | DISCUSSION/<br>POSSIBLE<br>ACTION                          |
| 19. | <b>ADJOURNMENT</b>   | ACTION   |

Access Services does not discriminate on the basis of disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity

to participate in the range of Access Services events and programs by providing appropriate auxiliary aids and services for communications. Primary consideration is given to the request of individuals with disabilities. However, the final decision belongs to Access Services. To help ensure the availability of those auxiliary aids and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those aids or services. You may do so by contacting (213) 270-6000.

Note: Access Services Board meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the Board both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to the Board Members by staff or Board members at the meeting, will simultaneously be made available to the public. Three opportunities are available for the public to address the Board during a Board meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agenda item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the Board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a goldenrod Public Comment Form and submit it to the Secretary of the Board. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the Board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is at the discretion of the Chair.

The Board of Directors will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the Board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff may respond to all public comment in writing prior to the next Board meeting.

Alternative accessible formats are available upon request.



STATEMENT OF PROCEEDINGS FOR THE  
MEETING OF THE ACCESS SERVICES  
BOARD OF DIRECTORS

Metro  
One Gateway Plaza, 3<sup>rd</sup> Floor  
Los Angeles, CA 90012  
Monday, April 17, 2017  
12:13 p.m.

1. CALL TO ORDER

Meeting called to order by Vice Chair Dolores Nason at 12:13 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Vice Chair Dolores Nason, Treasurer Kim Turner, Secretary Theresa DeVera, Directors Doran Barnes, Martin Gombert, Valerie Gibson, and John Troost. Ex-Officios: CAC Chair Michael Conrad, and Access Services Legal Counsel Jim Jones.

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Chair Nalini Ahuja and Director Angela Nwokike.

2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

No public comments.

3. CLOSED SESSION REPORT

Access Services Legal Counsel Jim Jones briefed the audience on the outcome of the closed session. Mr. Jones stated that the Board met in closed session and discussed the following items: Washington v. Access Services, Lynch v. Access Services, and Reynaga v. LACMTA, Access et al. No reportable action was taken with respect to these matters.

Mr. Jones then explained the public comment process.

4. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON FEBRUARY 27, 2017

Approval of the minutes from the Board of Directors meeting held on Monday, February 27, 2017.

Motion made by Treasurer Turner to approve the minutes as submitted, seconded by Secretary DeVera. Via Roll Call Vote five Directors were in favor with one abstention from Director Barnes, motion passed.

5. REPORT FROM EX-OFFICIO BOARD MEMBERS

Michael Conrad, Chair of the Community Advisory Committee (CAC), provided a brief report on the CAC meetings held on Tuesday, March 14 and April 11, 2017. Chair Conrad stated that for the March meeting no Board member was present so Sherry Kelley provided a Board update report. He also added that the following items were discussed: Free Fare Survey results provided by The Fairfax Research Group and the Operations Performance Update provided by Fayma Ishaq. Mr. Conrad also reported on the April 11, 2017 CAC meeting by stating that Director Gombert was present to provide the Board report. There was also an MTM Eligibility location update provided by F Scott Jewell and an Operations Performance Update provided by Lisa Potter.

Mr. Conrad concluded his report by stating that Josh Southwick gave a presentation regarding taxi logos, which he thought was very interesting because they had cutouts so the visually impaired could see them by feeling them. Finally, for the March CAC meeting, Rick Streiff and Josh Southwick gave a vehicle type presentation using a raised map so the members could see the way the cutaway buses were put together which he thought was also very interesting.

Linda Evans, Vice Chair of the Transportation Professionals Advisory Committee (TPAC), was not in attendance.

6. GENERAL PUBLIC COMMENT

Kathleen Barajas submitted a public comment via email. Sharon Astier read Ms. Barajas' public comment, which stated that Ms. Barajas felt that the Chair of one committee (CAC) should not also be the Chair of another committee (QSS) because it would not allow for diversity. Ms. Barajas also stated that committee members should not be allowed to vote by phone. She felt that they should be present in order to vote.

Ms. Barajas concluded her public comment by stating that all potential CAC candidates should be required to attend a minimum of two to three meetings before they could be considered for the position. She felt that most of the current

additions to the CAC have met that requirement, but she felt that it should be reinforced.

Victor Dominguez made public comment by stating that he had been experiencing a few issues with taxi cab drivers. He stated that he had been in communication with Randy Johnson, Access' Manager of Operations, regarding distracted drivers, drivers using a mobile phone, and those who drove very fast.

Mr. Dominguez concluded his public comment by stating that last week he spoke to Mr. Greenwood regarding his trips to Metro when he attends CAC meetings and other meetings at Metro. He stated that there seemed to be some confusion where stand signs are at Metro.

Access' Project Administrator Jack Garate was assigned to assist Mr. Dominguez.

## 7. SUPERIOR SERVICE AWARD

Superior Service Award Presentation:

ALTA Resources Senior Customer Service Representative Iliana Mena was the Superior Service Award recipient.

## 8. CONSENT CALENDAR

Recommendation: Approval of all items on the Consent Calendar (list of items provided below):

8-a Consideration to Extend Term and Increase Funds - ATBOS Software Licensing Agreement (AS-1250)

8-b Consideration to Extend Term and Increase Funds - Information Technology Consulting Services Contract (AS-1288)

8-c Consideration to Approve Community Advisory Committee By-Laws Article 3.1 - Membership Application Process

8-d Consideration to Approve Commerce Furniture Purchase and Installation Services Contract (AS-4041)

8-e Consideration to Approve Renewal of Employee Health and Benefit Insurance Contracts

8-f Renewal of Free Fare Program Agreement with Santa Monica's Big Blue Bus

Secretary DeVera requested that Item 8-c be pulled for purposes of discussion.

**Motion made by Treasurer Turner to approve all the remaining Items, 8-a, 8-b and 8-d thru 8-f on the consent calendar, seconded by Director Gibson. Via Roll Call Vote all were in favor, motion passed.**

Item 8-c: Secretary DeVera asked what took place to cause the changes to the CAC by-laws. She also stated that the original CAC by-laws were now different and the public comment that Ms. Astier read earlier submitted by CAC member Kathleen Barajas tied into the questions regarding the people serving on the CAC.

Ms. Kelley replied that the question came up when Olivia Almalel was appointed as the new CAC member and the concern was whether staff followed the processes in the by-laws for the CAC. Ms. Kelley stated that staff did follow the processes in the by-laws but the Board felt that staff should make revisions to clarify the application process and the new member's attendance at the Board meeting at which they will be formally approved. Ms. Kelley also added that Ms. Barajas' public comment also stated that it was a requirement that committee members attend at least two CAC meetings.

Secretary DeVera stated that it was also mentioned in Ms. Barajas' public comment that she was concerned about one individual being the chair of two committees consecutively. She asked was it possible for someone to chair two committees at the same time. Ms. Kelley stated that she personally questioned it as well but there was nothing in the by-laws that state it could not be done. Mr. Colaiace added that staff would look into this matter and report back to Board on this issue.

**Motion made by Secretary DeVera to approve staff recommendation, seconded by Treasurer Turner. Via Roll Call Vote all were in favor, motion passed.**

Vice Chair Nason stated that she noticed that the selection committee consisted of three CAC members and one Access staff member. Ms. Kelley confirmed that to be correct. Vice Chair Nason suggested that the Board select one of their Board members to serve as a liaison on that committee. She also went over the old process of how the Board members were responsible for selecting CAC committee members, and that she now felt that there was a disconnect with the current process. Mr. Colaiace replied that staff would consider these comments along with the public comment and will report back to the Board on possible revisions to the CAC by-laws.

9. **CONSIDERATION TO APPROVE MODIFICATIONS TO PROCUREMENT POLICIES**

Recommendation: Approve the revised procurement policies as presented.



Motion made by Director Barnes to approve staff recommendation, seconded by Director Gombert. Via Roll Call Vote all were in favor, motion passed.

10. FREE FARE ASSESSMENT SURVEY AND REPORT

Recommendation: Receive and file the attached Free Fare Assessment Survey Report.

Vice Chair Nason reminded the Board that this was an information item only and no action was needed.

11. CUSTOMER SERVICE UPDATE

Vice Chair Nason reminded the Board that this was an information item only and no action was needed.

12. UPCOMING BOARD ITEMS

Vice Chair Nason reminded the Board that this was an information item only and no action was needed.

13. INTERIM EXECUTIVE DIRECTOR'S REPORT

Access' Interim Executive Director, Andre Colaiace, began his report by providing a brief service overview. He stated that Access was meeting all of their KPIs year-to-date, which was great news, and that he hoped that Access would finish strong at the end of the year. Mr. Colaiace congratulated the Operations team and all of the providers.

He continued stating that Access also implemented the automated call outs in the Northern Region and are testing the automated text call outs for individuals requesting that option through the Trapeze platform. The initial reviews of the small testing group were very positive. Mr. Colaiace stated that as Access migrates the Trapeze platform to Global Paratransit, Access hopes to include those enhancements in the Southern Region. He also stated that Access' goal is to have similar advancements in each the region no matter the software platform, by the end of the year.

Mr. Colaiace concluded his report by stating that Metro's triennial review, conducted by the Federal Transit Administration, took place about a month ago and there were no findings related to Access.

#### 14. BOARD MEMBER COMMUNICATION

Director Gibson thanked staff for their excellent presentations during the meeting.

Director Turner congratulated Iliana Mena once again for winning the APTA Customer Service Call Challenge, which she thought was a great event and gave the contestants the opportunity to show off their skills.

Director DeVera congratulated Chair Ahuja and Access' staff member Faye Moseley for receiving recognition at the COMTO 2017 Women Leaders of Southern California Transportation Award Luncheon on March 30, 2017. Director DeVera also congratulated Nader Raydan from MV Transportation on his 9<sup>th</sup> year with MV Transportation. She also thanked all of the providers who coordinated the most organized and efficient plan for transportation to and from the Abilities Expo at the Los Angeles Convention Center on the last weekend in March 2017. She stated that the riders were delighted to meet staff and the people working behind the scenes.

Director Troost also congratulated Chair Ahuja and Access staff member Faye Moseley for receiving their awards.

Director Gombert also congratulated Chair Ahuja and staff member Faye Moseley on the COMTO award and stated that it was great to see them both recognized. He also stated that it was a wonderful event.

Vice Chair Nason concurred with all the Directors' comments and congratulated Chair Ahuja and Ms. Moseley for being recognized. She also announced that the month of April was Volunteer Recognition Month, and she wanted to recognize and thank all of her fellow Board members because they are all volunteers. She thanked the riders and the public in the audience because they too could be considered volunteers for attending these meetings.

#### Public Comment

Charles Hale made public comment by stating that he had two packets to submit to Andre Colaiace. He stated that one was in regard to Beyond the Curb and the experiences his wife Helene Cohen had with that service. The other was regarding the Abilities Expo on March 24, 2017 and the lack of participation by Access. Mr. Hale stated that the Beyond the Curb packet had 19 questions that he would like Mr. Colaiace to address and he briefly described some of the questions. Mr. Hale also stated that he was very disappointed with some of the aspects of the Abilities Expo.

Mr. Hale concluded his public comment by stating that Access was not mentioned anywhere at the Expo except as part of Metro's program, and that more information on that issue was included in the packet he submitted for Mr. Colaiace.

15. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

No new business was heard subsequent to the posting of the agenda.

16. ADJOURNMENT

Motion made by Director Barnes, Seconded by Secretary DeVera. Via voice vote all were in favor, motion passed. The meeting adjourned at 2:35 p.m.

Approval

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Theresa DeVera, Secretary

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Date

MAY 15, 2017

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, MANAGER, PLANNING AND  
COORDINATION

RE: CONSIDERATION TO APPROVE EXTENSION OF TERM FOR  
CUSTOMER OPINION SURVEY SERVICES (AS-4021)

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**ISSUE:**

Board approval is required to exercise the first option year of the contract with The Fairfax Research Group (AS-4021) for telephone opinion survey services of Access customers.

**RECOMMENDATION:**

Authorize staff to execute the first option year with The Fairfax Research Group for the period of October 1, 2017 through September 30, 2018.

**IMPACT ON BUDGET:**

None. The cost for these services has been programmed into the FY 2018 budget. There is no change to the not to exceed contract amount of \$185,860. These services will be funded with local Prop C funds.

**ALTERNATIVE CONSIDERED**

No alternatives were considered. Survey design and administration is a highly specialized field that requires experience in both quantitative and qualitative research designs. The survey process must be based on sound statistical and scientific principles. Staff does not possess the expertise to perform this function in-house.

## EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and amend the written contract with The Fairfax Research Group, on terms and conditions set forth in the existing contract and modified as in this item proposed. Access Services would not be legally bound to this extension unless and until it is incorporated into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity's legal counsel.

## BACKGROUND

Conducting regular passenger satisfaction surveys of Access customers is a critical step in obtaining an enhanced understanding of passenger opinions of the paratransit services that Access provides. **Measuring passengers' perceptions of the process** - from making the reservation to the safe and timely arrival at their desired destination - will provide Access with invaluable insights into the perceptions of the passenger and the quality of the transportation experience.

During the base year of the contract, The Fairfax Research Group conducted an independent telephone survey of eight hundred (800) Access customers who used the Free Fare program. The purpose of the survey was to get a better understanding of customer behavior in their usage of paratransit, fixed route, rail and commuter rail services.

Todd Remington, principal of The Fairfax Research Group presented the Free Fare survey results to a Community Advisory Committee (CAC) meeting on March 14, the Regional Paratransit Free Fare Working Group meeting on April 4, the Access Board of Directors meeting on April 17 and Transportation Professionals Advisory Committee (TPAC) Meeting on May 11.

Staff will be working with the CAC, TPAC, the Board and the consultant to prepare questions for the upcoming Customer Satisfaction Survey of Access customers. Staff expects the survey to start in July 2017 and present the results in late summer.

MAY 15, 2017

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR, FINANCE  
MICHAEL PASCUAL, MANAGER, PROCUREMENT AND CONTRACT  
ADMINISTRATION

RE: CONSIDERATION TO AWARD CONTRACT FOR ORACLE FUSION  
ENTERPRISE RESOURCE PLANNING SUPPORT SERVICES (AS-4046)

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**ISSUE:**

Board action is required to award a contract for Oracle Fusion Enterprise Resource Planning (ERP) Support Services.

**RECOMMENDATION:**

Authorize staff to execute a contract with C3 Business Solutions for Oracle Fusion ERP Support Services for the period of June 1, 2017 through May 31, 2019 for an amount not to exceed \$371,250.

**IMPACT ON BUDGET:**

Funding for FY2016/2017 has been included in the budget and will also be programmed into future fiscal year budgets. The rate for these services will be a fixed fee of \$165 per hour for the base period. These services will be funded with local Prop C funds. The contract will also include a one (1) year option, subject to Board approval.

**ALTERNATIVES CONSIDERED:**

These services were competitively procured and hence no alternatives were considered.

## EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff will be authorized, but not required, to negotiate and enter into a contract with C3 Business Solutions under terms that are no less favorable to Access than those proposed herein. Access would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

## BACKGROUND:

Access' Oracle Fusion Enterprise Resource Planning (ERP) system was implemented in January 2015 and included support, implementation and training services. Upon expiration of the original services contract, Access contracted with a vendor for a one (1) year term but it was determined the required level of support would exceed the contract amount.

As a result, Access issued this Request for Proposals (RFP AS-4046) to solicit Oracle consulting services with an updated scope. The RFP was issued on March 29, 2017 and was published on the Access website and Access' E-Procurement system, Public Purchase. Questions from potential proposers were received on April 6, 2017 and two (2) addenda were issued in response.

Access received nine (9) proposals. Of the nine (9), four (4) were deemed non-responsive and eliminated from further consideration. The remaining five (5) responsive proposals were: (1) C3 Business Solutions; (2) CherryRoad Technologies; (3) Denovo Ventures, LLC; (4) Huron Consulting Services, LLC, and (5) Smart ERP Solutions. Preliminary scoring was conducted using the evaluation criteria below to establish a competitive range.

- 1) Qualification of the Firm - 30%
- 2) Quality of Technical Approach and Work Plan - 30%
- 3) Qualifications and Availability of Proposed Staff - 30%
- 4) Cost - 10%

As a result, the firms within the competitive range were:

- 1) C3 Business Solutions - a Santa Ana, California based company that has been in business for 20 years. C3 Business Solutions is an Oracle ERP Platinum Partner and serves clients such as the Inland Empire Health Plan, David Lewis Company and Evangelical Christian Credit Union.
- 2) CherryRoad - a Florida corporation with offices in Morris Plains, New Jersey. CherryRoad also provides Oracle Cloud and E-Business solutions and is an

Oracle Platinum Partner. CherryRoad currently serves large public transit clients such as AC Transit and BART.

- 3) Huron Consulting Services LLC - is a subsidiary of Huron Consulting Group, a publicly traded, international company founded in 2002 which currently has 2,700 employees. Huron is also an Oracle Platinum member and specializes in enterprise solutions and analytics.

Below is a summary of the final scores:

Proposer	Technical Score	Cost Score *	Total Score
C3 Business Solutions	73.50	7.27	80.77
CherryRoad	66.38	10.00	76.38
Huron	54.38	7.87	62.25

\* Cost Score is determined by using the following formula:

Points = Lowest Cost Proposal ÷ Cost Proposal of Proposer Under Consideration x 100%

### COST PROPOSALS

Proposer	Base Period	Option Year 1	Total
C3 Business Solutions	\$371,250	\$123,750	\$495,000
CherryRoad	\$270,000	\$ 90,000	\$360,000
Huron	\$348,750	\$108,750	\$457,500

C3 Business Solutions, CherryRoad and Huron were deemed qualified and capable of providing the service. C3 Business Solutions, however, was deemed as having a better technical proposal by the evaluation panel.

As noted above, the company has been supporting Oracle products for the past 20 years and comes highly recommended by the local Oracle Business Development team. More importantly, all work will be done onshore and locally in Orange County, which means that they will easily be able to provide on-site support and end-user training. Other proposers, of course, offered on-site services but it would come at significant additional cost to Access due to travel expense. Additionally, C3's Cloud Readiness assessment approach to develop an understanding of our existing software environment was more specific and robust versus what other vendors proposed.



MAY 15, 2017

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR, FINANCE  
MICHAEL PASCUAL, MANAGER, PROCUREMENT AND CONTRACT  
ADMINISTRATION

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS FOR  
AUDITING SERVICES (AS-3199)

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**ISSUE:**

Board action is required for the extension and increased funding of the contract for Financial, Auditing and Governmental Regulatory Reporting Services.

**RECOMMENDATION:**

Authorize staff to execute the first option year for the period of July 1, 2017 through June 30, 2018 with Rossi, Doscocil & Finkelstein LLP and authorize an additional \$50,000 in funds.

**IMPACT ON BUDGET:**

These services will be allocated in the FY2017/18 budget. The change in rates is based on CPI as stipulated by contract. The not to exceed value will increase from \$210,000 to \$260,000.

The funding for these services comes from Prop C Discretionary Funds.

**ALTERNATIVE CONSIDERED:**

The existing contract has available option years but staff opted to issue a Request for Proposals to gauge the current marketplace for these services as discussed below.

## EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and enter into a written extension of the existing contract upon terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the extension herein proposed unless and until it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

## BACKGROUND:

Access issued a Request for Proposals on April 4, 2017 (RFP No. AS-4045). The RFP was published on the Access website and in Access' E-Procurement System, Public Purchase. Questions were received from interested proposers on April 14, 2017 for which Addendum 1 was issued in response to these questions. Proposals were received on May 5, 2017 from two firms, the incumbent firm, Rossi, Duskocil & Finkelstein LLP and another firm. Following a careful review, staff determined that the proposal from the other firm was non-responsive thereby leaving only one proposal as being responsive to the RFP. The pricing received from the **incumbent's** responsive proposal is higher than if the option year in the current contract is exercised. It is for this reason that staff proposes to exercise an option rather than award a new contract.

The firm of Rossi, Duskocil & Finkelstein, LLP has performed the professional accounting and auditing services for Access for more than a decade and, to date, Rossi's performance has been outstanding in fulfilling the requirements set forth in the audit contracts. As part of Rossi's proposal, the cost of basic services, approximately \$39,000 per year, will remain consistent with those of previous years, with prices increasing nominally to cover expected inflation.

MAY 15, 2017

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, MANAGER, PLANNING AND  
COORDINATION

RE: CONSIDERATION TO APPROVE FEDERAL TRANSIT  
ADMINISTRATION AUTHORIZING RESOLUTION

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**ISSUE:**

Board approval is required to update Access' Authorizing Resolution with the Federal Transit Administration (FTA).

**RECOMMENDATION:**

Approve the attached Authorizing Resolution authorizing the Interim Executive Director/Executive Director, or designee, to execute and file applications for federal assistance with the FTA.

**IMPACT ON BUDGET:**

None.

**BACKGROUND:**

The FTA requires all direct recipients of federal funds to retain an approved and updated Authorizing Resolution on file. The resolution allows Access' Interim Executive Director to 1) apply for and obtain federal grants, 2) file annual certifications and assurances and other documents the FTA requires before awarding a federal assistance grant or cooperative agreement, and 3) execute grant and cooperative agreements with the FTA on behalf of Access.

Authorizing Resolution

Resolution authorizing the filing of applications with the Federal Transit Administration, an operating administration of the United States Department of Transportation, for federal transportation assistance authorized by 49 U.S.C. Chapter 53; title 23, United States Code, or other federal statutes administered by the Federal Transit Administration.

WHEREAS, the Federal Transit Administrator has been delegated authority to award federal financial assistance for a transportation project;

WHEREAS, the grant or cooperative agreement for federal financial assistance will impose certain obligations upon the applicant, and may require the applicant to provide the local share of the project cost;

WHEREAS, the applicant has or will provide all annual certifications and assurances to the Federal Transit Administration required for the project;

NOW, THEREFORE, BE IT RESOLVED BY the Access Services Board of Directors

1. That the Interim Executive Director/Executive Director or his/her designee, is authorized to execute and file an application for federal assistance on behalf of Access Services with the Federal Transit Administration for federal assistance authorized by 49 U.S.C. Chapter 53, title 23, United States Code, or other federal statutes authorizing a project administered by the Federal Transit Administration.
2. That the Interim Executive Director/Executive Director or his/her designee, is authorized to execute and file with its applications the annual certifications and assurances and other documents the Federal Transportation Administration requires before awarding a federal assistance grant or cooperative agreement.
3. That the Interim Executive Director/Executive Director or his/her designee, is authorized to execute grant and cooperative agreements with the Federal Transit Administration on behalf of Access Services.

The undersigned duly qualified Chairperson, acting on behalf of Access Services, certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Access Services Board of Directors held on May 22, 2017.

\_\_\_\_\_  
Nalini Ahuja, Chairperson  
Access Services Board of Directors

\_\_\_\_\_  
Date

MAY 15, 2017

TO: BOARD OF DIRECTORS

FROM: MIKE GREENWOOD, DEPUTY EXECUTIVE DIRECTOR, OPERATIONS AND SAFETY  
 RANDY JOHNSON, MANAGER, OPERATIONS  
 MICHAEL PASCUAL, MANAGER, PROCUREMENT AND CONTRACT ADMINISTRATION

RE: CONSIDERATION TO AWARD CONTRACT FOR SPECIALIZED ADA PARATRANSIT SERVICE: WEST CENTRAL REGION CONTRACT (AS-4031)

**ISSUE:**

Board approval is required for the selection of a contractor to provide ADA paratransit service in Access' West Central region beginning October 29, 2017, with start-up beginning July 1, 2017.

**RECOMMENDATION:**

Authorize staff to execute a contract for ADA paratransit service in the West Central region for the period of July 1, 2017 to October 28, 2022, with California Transit Inc. in an amount not to exceed \$134,994,102.

**IMPACT ON BUDGET:**

This action is consistent with the budget estimates for the proposed contract's five-year base term. Assumed trip volume utilized in producing cost proposals was based on the projected number of trips calculated by HDR Engineering Inc. for this five-year period. Payment terms of the contract will be a firm fixed monthly fee, a variable fixed rate per trip and a fixed rate per hour (as-needed basis only). Subject to Board approval, the contract may be extended for up to an additional four (4) years in one (1) year increments.

Funding for the services comes from a combination of Federal 5310 and Prop C funds.

### **ALTERNATIVES CONSIDERED:**

No alternatives were considered as the current contract has no option years available to exercise.

### **EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, the staff will be authorized, but not required, to negotiate and enter into a contract with California Transit Inc. under terms that are no less favorable to Access than those proposed herein. Access would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

### **BACKGROUND:**

Service in the West Central region is currently provided by California Transit Inc., under contract number AS-2364; this contract ends October 31, 2017. In order to continue this service, Access issued a Request for Proposals (RFP) on January 9, 2017. The scope of work entails the provision of three (3) types of trips: next day ADA trips, standing orders and Access-to-Work service.

Following a pre-proposal conference on January 24, 2017, and the release of six (6) addenda to the original RFP, two proposals were received on March 27, 2017. The two firms that submitted proposals were California Transit, Inc. (CTI) and MV Transportation (MV). The Procurement department preliminarily reviewed the proposals and found both proposals responsive.

The proposals were then evaluated by a multi-agency panel comprised of four (4) Access staff members and three (3) representatives of local transit and member agencies. In reviewing the proposals, the panelists brought a blend of talents and experience in the field of transportation and paratransit, specifically in the areas of operations, finance, information technology and planning. All are familiar with ADA paratransit service and the work of Access and appreciate the importance of carefully selecting a vendor who can properly serve Access' customers and the community as a whole.

Proposers were interviewed on April 27, 2017, and follow up questions, including requests for a Best and Final Offer (BAFO), were forwarded to the proposers.

The criteria considered in evaluating the proposals and the weight attached to each criterion were:

Quality of Technical Approach	20 points
Qualifications and Availability of Proposed Staff	15 points
Cost/Price Proposal	20 points
Employee Pay and Benefits	15 points
Financial Qualifications of the Proposer	5 points
Proposer's Paratransit Operating Experience	15 points
Agreement to retain existing employees	10 points

**TOTAL** **100 points**

Based on the evaluation criteria delineated in the RFP and following the submission of BAFOs, the evaluation team scored the proposals as follows:

**PROPOSER**

EVALUATION CRITERIA	CTI	MV
1. Quality of Technical Approach	17.63	16.63
2. Qualifications and Availability of Proposed Staff	13.61	11.53
3. Cost/Price Proposal	20.00	19.98
4. Employee Pay and Benefits	8.10	10.50
5. Financial Qualifications of the Proposer	4.30	4.10
6. Proposer's Paratransit Operating Experience	13.65	13.03
7. State Mandated Employee Retention Preference	10.00	10.00
<b>TOTAL SCORE</b>	<b>87.29</b>	<b>85.77</b>

Scores for employee pay and benefits and financial qualifications of the proposer were determined by Access Finance department staff. For employee pay and benefits, staff compared the two proposals in terms of comparability of pay to other organizations in the industry, regularity of increases (based on tenure or merit), quality of health care plan (including percentage of premiums paid by employer vs. employee), number of vacation, sick, personal time off (PTO) days, nature of educational reimbursement program, availability and nature of 401K/pension/retirement plan and other benefits. For financial qualifications of the proposers, staff reviewed the audited financial statements submitted by each proposer and rated the proposer's financial strength using various financial ratios.

The score for the cost proposals was determined by a strict formula in which the proposer with the lowest cost proposal earns the maximum 20 points and other proposer earns points based on how close their five-year cost is to that of the proposer with the lowest bid. The formula is as follows:

<i>(Lowest Proposed Cost/Proposed Cost of Proposal Being Evaluated) X (0.2)</i>
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It should be noted that in calculating scores for the cost criterion, staff did not include start-up costs.

The table below details the final submitted proposed costs.

Proposer	Startup Costs	Total 5 Year Service Cost (incl. startup)
California Transit, Inc.	\$504,061	\$134,944,102
MV Transportation	\$1,548,032	\$136,141,541

The proposed rates of compensation for the five-year base term submitted by California Transit, Inc. are listed below. In the first year of the contract, the proposed rate per trip is 11% higher than the current rate and the proposed rate for the fixed monthly is 28% higher. Over the five-year base term, the average year-to-year change to the fully loaded cost per trip will remain below 2%. The proposed price increases can be attributed to the fact that there are more requirements in this RFP compared to the previous one, especially in the areas of information technology/systems, key personnel and road supervision. Additionally, the rates are impacted by on-going minimum wage increases and wage compression adjustments through July 2020 and the lease cost of a new larger facility.

Contract Year	Monthly Fixed Rate	ADA & ATW Per Trip Rate
1	\$431,317	\$32.19
2	\$458,674	\$32.84
3	\$484,921	\$33.65
4	\$509,240	\$34.21
5	\$532,335	\$34.51



The chart below shows the proposed fully-loaded per trip rates for Year 1 for the two proposers, as well as the fully-loaded per trip rate for the current West Central region contractor. The fully-loaded rate is derived by adding the monthly fixed fee and the total cost of trips performed (number of trips x Variable Rate per Trip) and then dividing that total by the number of trips.

**FULLY-LOADED PER TRIP RATES (YEAR 1)  
ACCESS SERVICE CONTRACTORS**

<u>Service Area</u>	<u>Contractor</u>	<u>Fully-Loaded Rate</u>
West Central Region Current	CTI	\$36.34
West Central Proposed Year 1	CTI	\$42.45
	MV	\$42.94

The following comments highlight just a few of the strengths of CTI gleaned by the panelists as they reviewed the proposals:

- The facility proposed is located in downtown Los Angeles, which is within the service area and close to the freeways. The facility has ample parking and CTI will construct a brand new maintenance garage on the property.
- The proposed management team has extensive experience operating in the service area.
- CTI brings an established partnership with taxicab companies who will provide overflow trips, as needed, to the region.

Since beginning its partnership with Access over 10 years ago, California Transit Inc. has consistently shown its reliability and flexibility in providing safe and reliable transportation. Throughout the term of their most recent contract, California Transit Inc. has regularly exceeded Access performance standards in the key areas of on-time performance, late trips and telephone hold time. Year-to-date, California Transit has delivered over 450,000 trips with an on-time performance rate of 91.2%.

MAY 15, 2017

TO: BOARD OF DIRECTORS

FROM: ERIC J. HAACK, STRATEGIC PLANNER  
HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR, FINANCE

RE: CONSIDERATION TO EXTEND TERM, INCREASE FUNDS AND  
MODIFY PARENTS WITH DISABILITIES PILOT PROGRAM (AS-3403)

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**ISSUE:**

Board approval is necessary to extend the term, increase funds and modify the Parents with Disabilities Pilot Program with MV Transportation (AS-3403).

**RECOMMENDATION:**

Authorize an additional \$184,800 in funds and an extension in the period of performance for seven months from December 1, 2017 through June 30, 2018 with MV Transportation.

In addition, authorize the following changes to the program's service parameters during this time period:

- Where possible, permit program trips to be shared with other Access-eligible customers in traditional share-ride trip service;
- Change the current fare for same day trips from \$1 to \$2.75 per trip. Customers will continue to be eligible to take four (4) same day one-way trips in a month.

### IMPACT ON BUDGET:

A mixture of New Freedom and Prop C funds will be utilized through November 30, 2017 (projected). Upon the exhaustion of the New Freedom funds, only Prop. C local funds will be utilized through June 30, 2018. The trip rates and ridership since the program began are as follows:

Year 1: \$41.59 per trip (795 trips (December 1, 2013 to June 30, 2014)

Year 2: \$37.75 per trip (5,049 trips, FY15)

Year 3: \$37.36 per trip (7,956 trips, FY16)

Year 4: \$40.87 per trip (5,956 estimated, FY17)

Year 5: \$40.87 per trip (6,261 estimated, FY18)

### ALTERNATIVES CONSIDERED:

None. Access was awarded a New Freedom grant by Metro in September 2010, to provide these services for eligible Access customers in the Northern service region. In order to minimize the disruption to parents who are using the program to transport their children to and from school, staff is proposing an extension of the program through the end of the school year until June 30, 2018.

### EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, staff will be authorized, but not required, to negotiate and enter into a written contract with MV Transportation for operating services on terms that are not less favorable to Access Services than those proposed above. Access Services would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

### BACKGROUND

In 2010, Access was awarded a \$1.1 million New Freedom grant (section 5317) by Metro to start the Parents with Disabilities Pilot Program.

This pilot program was designed to provide premium services above the minimum requirements of the Americans with Disabilities Act (ADA) for Access customers who have children and use paratransit for some of their childcare related trips.

On January 23, 2013, Access issued a Request for Proposals (RFP) in order to find a contractor capable of undertaking a project involving transportation of Access customers traveling with children. MV Transportation, the current provider of ADA paratransit service in the area, submitted the only response to the RFP. Following the receipt of a best-and-final offer and subsequent negotiations, staff determined that the contractor was capable of undertaking this work at a reasonable rate of compensation.

The first trips under this pilot program started on December 18, 2013 with four eligible customers. The program is currently capped at forty-four (44) participants.

The New Freedom grant-funded program allows Access riders with children to engage in child-care related activities such as school, recreation, health-care, and other social activities (such as play-dates). Prior to the start of the Parents with Disabilities Pilot Program customers had difficulties taking advantage of such child-care related activities on traditional next-day paratransit.

The pilot program is limited to qualified Access riders who travel within the Northern service area. The program includes the following service enhancements that exceed the ADA minimum paratransit provisions, and make it easier for program participants to engage in child-care activities.

- Exclusive ride service (non-share-ride trips);
- Door-to-door service;
- Provision for some same-day reservations for non-emergency medical needs (i.e. child recommended to go home early from school due to illness);
- Appointment-based next day reservations;
- Provision for multi-legged trips and/or intermediary stops;
- Extended dwell time at pick-up, and intermediary stops.

On May 31, 2016, MV Transportation's original three-year Parents with Disabilities Pilot Program contract ended. On June 1, 2016, Access entered into a new contract with MV Transportation, extending the pilot program to November 30, 2017. The end date was selected to correspond with the projected end of available grant funding for the Parents with Disabilities Pilot Program.

Access staff, in reviewing how parents use the pilot program, is recommending a seven-month extension to allow the program benefits to continue through the end of the 2017-2018 academic year (to June 30, 2018). Prop C Local funds will be used to fund the extension.

In addition, due to the unique challenges in providing some of the services under the current pilot program, Access staff is recommending modifications to the service parameters as discussed above.

#### Next Steps:

If the Board approves the program extension, staff will conduct extensive outreach to **notify all customers of the pilot program's extension**, planned changes as well as the program end date.

All eligible customers will be notified by telephone and by mail of any changes taking place to the program. Customers will be made aware of the end of grant funding

assistance for the program by November 30, 2017. Customers will also be informed of Access' intention to extend the program through to the end of the 2017-2018 school year (June 30, 2018) as well as changes that would be incorporated starting December 1, 2017 through to the program's end on June 30, 2018.

#### Outside Agency Partnerships and Additional Funding Opportunities:

Access has collected data from the start of the Parents with Disabilities Pilot Program, pertaining to parent needs as well as the challenges associated with providing a service of this kind.

The data collected by Access could be utilized by other agencies to replicate a similar program in the San Fernando Valley, elsewhere in the county or elsewhere in the United States. At this time, Access is not aware of an agency that is willing to continue the Parents with Disabilities program benefits; however, staff will continue to explore opportunities with other agencies including school districts.

Although the current New Freedom funding source will be exhausted, additional funding sources may become available. Access staff will continue to search and apply for funding should those opportunities arise.

MAY 15, 2017

TO: BOARD OF DIRECTORS  
FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR, FINANCE  
RE: CONSIDERATION TO RENEW SELF-INSURED RETENTION  
AUTOMOBILE LIABILITY PROGRAM

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**ISSUE:**

Board approval is requested to continue the Self Insured Retention (SIR) program for all automobile liability claims up to \$100,000 per claim.

**RECOMMENDATION:**

Authorize staff to continue a \$100,000 Self Insured Retention program with estimated liability of \$1,718,000 determined in accordance with GASB Statement No. 10 as required for public entities.

**IMPACT ON BUDGET:**

Based on updated actuarial studies performed by Aon Risk Solutions, it is expected that this program may have a projected total cost of claims within the SIR of up to \$1,718,000. The final cost will depend on the actual loss history over the policy period. For example, in the current SIR year, we are estimating the total cost of claims to be around \$1,288,500, a number far below the actuarial estimate of \$2,081,000. (This estimate is subject to change depending on claims experience through June 20, 2017.)

Aggregate stop loss insurance will be procured in order to limit SIR exposure. The aggregate insurance will become effective when Access has paid \$3,500,000 in claims.

This program and the other layers of insurance have all been included in the draft budget for Fiscal Year 2017/18.

**ALTERNATIVES CONSIDERED:**

Staff believes the SIR structure, in combination with our safety program, has been successful and no alternatives have been considered.

**BACKGROUND:**

The proposal with an SIR and cost sharing of total claims was developed by our insurance brokers, SullivanCurtisMonroe. The centralization and control of the insurance program by Access and its contracted Third Party Administrator (CorVel) has allowed Access to better manage and resolve claims against the Agency. The data for the actuarial study consists of data for claims incurred from June 21, 2009 to date gathered from CorVel, Access' Third Party Administrator.

MAY 15, 2017

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR, FINANCE

RE: CONSIDERATION TO APPROVE RENEWAL OF COMMERCIAL  
BUSINESS PACKAGE INSURANCE

**ISSUE:**

In order to continue the Access Self-Insured Retention (SIR) program, Board approval is necessary to authorize the renewal of insurance policies consisting of Excess Business Auto for revenue service vehicles, Commercial General Liability, Commercial Umbrella Liability, and Aggregate Stop Loss Coverage.

The insurance layers in Access' program are structured as follows:

SIR	up to \$100,000
Primary Layer	\$100,000 to \$1,000,000
First Excess	\$1,000,000 to \$2,000,000
Second Excess	\$2,000,000 to \$5,000,000
Third Excess	\$5,000,000 to \$26,000,000
Fourth Excess	\$26,000,000 to \$51,000,000

The Primary Automobile Layer is under an agreement that expires in June 2018. However, the existing carrier, James River Insurance Company, is proposing to renew this policy from June 21, 2018 through June 20, 2019 at a rate that is 11% lower than the current per vehicle rate. The expected cost, if the option is exercised, is approximately \$2,500,000.

The four excess layers will expire on June 20, 2017, and therefore require Board action to extend to June 20, 2018.



## RECOMMENDATION:

Authorize the Interim Executive Director to:

- Enter into a one-year policy agreement with James River Insurance Company for primary insurance coverage from June 21, 2018 through June 20, 2019;
- Enter into a one-year policy agreement with Catlin Insurance Company for the first excess layer;
- Enter into a one-year policy agreement with James River Insurance Company for the second excess layer;
- Enter into a one-year policy agreement with National Union/AIG for the third excess layer;
- Enter into a one-year policy agreement with Scottsdale Insurance Company for the fourth excess layer;
- Authorize an amount not to exceed of \$4,163,000 for all of the above insurance layers.

## IMPACT ON BUDGET:

These costs will be included in Access' budget for FY2017/2018. The funding for these policies comes from Prop C Discretionary Funds.

## BACKGROUND:

The insurance placement process will be completed by June 20, 2017. Staff will seek final approval for these policies from the Chairperson by that date. A report with specific insurance carrier and policy information will be in the June Board Box.

The choice of an insurance carrier is based on a number of factors, i.e. financial strength, the 'A. M. Best Guide' industry rating, policy limits, potential covered losses and cost. SullivanCurtisMonroe, Access' insurance broker, has been instructed to obtain competitive bids in the placement of our insurance policies. Insurance companies have traditionally been very selective in bidding on the insurance Access currently carries and as part of their process conducts a detailed assessment of potential exposures to risk.

The amount requested for approval is an estimate based on information obtained from our insurance broker at the time of preparation of this board item. Since quotes are generally not available until the date of the actual policy renewal, it is possible that the actual cost of the premiums will be lower than the stated estimate.

MAY 15, 2017

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION  
MICHAEL PASCUAL, MANAGER PROCUREMENT AND CONTRACT  
ADMINISTRATION  
ALFREDO TORALES, SPECIAL PROJECTS ADMINISTRATOR

RE: CONSIDERATION TO AWARD CONTRACT FOR MAIL AND  
FULFILLMENT SERVICES (AS-4048)

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**ISSUE:**

Board action is required to award a contract for mail and fulfillment services.

**RECOMMENDATION:**

Authorize staff to execute a contract with The Data Center for a base term of three (3) years in an amount not to exceed \$275,000, for the period of July 1, 2017 through June 30, 2020.

**IMPACT ON BUDGET:**

Staff estimates that using a 3<sup>rd</sup> party firm will save the agency approximately \$77,400 annually, or \$232,000 over 3 years, for all eligibility-related mail and fulfillment services. The proposal also included optional pricing for the supply of envelopes (pre-printed with the Access logo and address) that is included in the above requested amount. The funding for these services comes from Prop C Discretionary Funds. The contract will also include a two (2) year option, subject to Board approval.

**ALTERNATIVES CONSIDERED:**

An alternative considered was to allow Medical Transportation Management, Inc. (MTM), the agency's eligibility contractor, to provide these services starting July 2017, as outlined in the scope of work for eligibility services. MTM had proposed providing these services at \$154,260 annually, or \$462,780 over three years, at current volumes. However, staff found cost savings by using a 3<sup>rd</sup> party firm for eligibility-related mail

and fulfillment services. In addition, a 3<sup>rd</sup> party firm could also provide fulfillment services for mailings currently performed in-house.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If the Board approves this staff recommendation, staff would be authorized, but not required, to negotiate and enter into a written agreement upon terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the contract herein proposed unless and until it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

**BACKGROUND:**

Access communicates with applicants and eligible customers through materials that include eligibility information packets, the Rider's Guide, eligibility renewal forms, and correspondence. Eligibility-related materials are mailed by the eligibility contractor (currently CARE Evaluators) while all other materials and correspondence is mailed in-house by Access staff.

With the issuing of RFP AS-4030 ADA Eligibility and Mobility Evaluation Services, eligibility-related mail and fulfillment services were included in the scope of work, and ultimately awarded to MTM, Inc. With MTM, Inc. not set to start until July 2017, staff issued a request for proposal (RFP) for mail and fulfillment services, seeking cost savings for these eligibility-related mailings and other mailings currently mailed by Access staff.

RFP AS-4048 Mail and Fulfillment Services was issued on April 4, 2017 to all vendors registered on the Access website. Questions from potential bidders were received and one (1) addendum was issued.

Two (2) proposals were received: 1) The Data Center and 2) Aeleron Technology Inc. All proposals were reviewed and were deemed responsive and responsible to the RFP. Proposals were evaluated using the following criteria:

- 1) Qualifications of the Firm - 30%
- 2) Quality of Technical Approach & Work Plan - 25%
- 3) Qualifications & Availability of Proposed Staff - 15%
- 4) Cost/Price Proposal - 30%

The proposals were scored as follows:

Proposer	Technical	Cost Score*	Total Score
The Data Center	64.75	30.00	94.75
Aeleron Technology	54.50	28.22	82.72

\*Points = Lowest Cost Proposal/Cost Proposal of Proposer Under Consideration x 100

### Cost Proposal Summary

Proposer	Cost Proposal*
The Data Center	\$3,578
Aeleron Technology	\$3,804

\*Monthly average cost

Following a qualitative evaluation of proposals, staff selected The Data Center to provide mail and fulfillment services. The Data Center has been in business for over 23 years. They currently perform similar services for the Superior Court of California in Orange and Riverside Counties, and the Monterey County Tax Collector's Office. References were checked by the Access Procurement department.

The Data Center's proposal met the requirements of the RFP by describing in detail their implementation schedule, IT software integration capabilities, sample reports, security measures, and disaster recovery plan. The Data Center production facility has a total of 25,000 square feet in Salt Lake City, Utah, where they will warehouse Access materials and produce mailings.

MAY 15, 2017

TO: BOARD OF DIRECTORS  
 FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION  
 RE: UPCOMING BOARD ITEMS

ISSUE:

The following items are tentatively scheduled to be addressed by the Board through August 2017 at the regularly scheduled Board meetings.

June 26, 2017 9:30 am - 11:30 am  
*Board Workshop - El Monte*

Agenda Items:	Disposition:
Comprehensive Operational Review	Presentation/Discussion

June 26, 2017  
*Board Meeting - El Monte*

Agenda Items:	Disposition:
Consideration to Approve FY2017/18 Budget	Action
Consideration to Authorize Funding for Back-Up Service Providers	Action
Consideration to Approve Contract Extension - Website services	Action
Free Fare Program - AVTA	Action
Customer Service Update	Presentation

July 24, 2017  
*Board Meeting - Metro*

Agenda Items:	Disposition:
TBD	Action

August 21, 2017  
*Board Meeting - El Monte*

Agenda Items:	Disposition:
Board of Directors' Committee Appointments	Action
Consideration to Approve Extension of Term for Disadvantaged Business Enterprise (DBE) Consulting Services	Action