

Date: June 23, 2021

To: Board of Directors

From: Sam Desue, Jr.

Subject: RESOLUTION NO. 21-06-38 OF THE TRI-COUNTY METROPOLITAN TRANSPORTATION DISTRICT OF OREGON (TRIMET) AUTHORIZING A CONTRACT WITH TRANSDEV SERVICES, INC. (TRANSDEV) FOR LIFT PARATRANSIT TRANSPORTATION SERVICES

1. **Purpose of Item**

This Resolution requests that the TriMet Board of Directors (Board) authorize the Interim General Manager or his designee to execute a contract with Transdev Services, Inc. (Transdev) for LIFT Paratransit Transportation Services (Contract).

2. **Type of Agenda Item**

- Initial Contract
- Contract Modification
- Other:

3. **Type of Contract Procurement**

- Low Bid / Invitation to Bid (ITB)
- Request for Proposals (RFP) (inc. CM/GC)
- Request for Qualifications (RFQ) (Personal Services)
- Other (inc. sole source): _____

4. **Reason for Board Action**

Board authorization is required for all goods and services contracts obligating TriMet to pay in excess of \$1,000,000.

5. **Type of Action**

- Resolution
- Ordinance 1st Reading
- Ordinance 2nd Reading
- Other _____

6. **Background**

Since 1976, TriMet has provided demand-responsive transportation services to individuals with disabilities or disabling health conditions within Clackamas, Washington and Multnomah counties through its LIFT paratransit program. In 1991, TriMet began expanding LIFT service to meet Americans with Disabilities Act (ADA) requirements and established the LIFT Operations Command Center to centralize call-taking, scheduling and dispatching for the LIFT Program. By 1996, TriMet had eliminated trip denials, implemented next day service, and become fully ADA-compliant. Today, the LIFT Program operates origin-to-destination service according to service standards that meet or exceed standards established by the ADA.

To be determined eligible for TriMet LIFT service, a customer must have a disability or disabling health condition that prevents the customer from accessing and/or using regular fixed-route transportation all or part of the time. In addition, TriMet provides LIFT transportation service for eligible customers sponsored by social service agencies pursuant to contracts with TriMet. Currently 23% of registered LIFT customers have conditional eligibility, with 74% having unconditional eligibility. Approximately 12,500 customers are eligible to receive LIFT service, although with COVID-19 demand reductions only about 50% of them utilized LIFT service within the past calendar year.

TriMet's Accessible Transportation department is responsible for management and supervision of TriMet's LIFT services, and provides TriMet LIFT vehicles. However, TriMet relies on an independent contractor to provide LIFT bus operators, maintenance and dispatching services, and does not utilize TriMet personnel for these functions. The LIFT transportation contractor is responsible for the regular operation and routine care of TriMet owned LIFT vehicles, operator support and supervision, and coordination with TriMet's LIFT maintenance contractor for vehicle maintenance and service. At this time, the LIFT contractor will operate out of the Powell and Merlo facilities, but may operate from a third location if and when necessary to meet customer needs, consistent with pre-COVID-19 levels of service.

7. **Description of Procurement Process**

TriMet issued a Request for Proposals for these LIFT paratransit services on February 16, 2021. A total of 140 vendors were notified of the RFP via the TriP\$ website. On April 2, 2021, TriMet received three proposals: one from First Transit, Inc. (First Transit), another from MV Transportation, Inc. (MV), and a third from Transdev.

On April 12, 2021, a TriMet Source Evaluation Committee (SEC) met to discuss and evaluate the proposals. The SEC consisted of members of TriMet's Transportation Operations, Finance and Administrative Services, and Chief Operating Officer Divisions. Evaluation criteria included qualifications of the firm, key staff and diversity, understanding of the work, and pricing. Understanding of the work included recruitment and retention practices, customer service and training, and diversity and inclusion practices from a customer standpoint, among other sub-criteria.

After review of proposals from the three firms, TriMet's SEC ranked the firms as shown in the table below:

Criterion (points)	First Transit	MV	Transdev
Qualifications of Proposer, Staff, and Diversity (40 Pts)	15.33	16.33	32.17
Understanding of the Work (120 Pts)	51.83	68.33	99.17
Pricing (40)			40.00
Total	67.16	84.66	171.34

The SEC determined that Transdev was the only firm within the competitive range, and that an interview was necessary, specifically with regard to understanding the assumptions that went into developing pricing. The SEC met with Transdev on April 27, 2021.

Following the interview, TriMet issued a Request for Best and Final Offer (BAFO) to Transdev, which sought revised pricing and additional information on the technology proposed in the initial proposal. TriMet received the BAFO on May 18, 2021, but after reviewing the BAFO pricing, TriMet requested a further clarifying discussion with Transdev. TriMet met again with Transdev on May 28, 2021 to seek further insight into Transdev's pricing, and subsequently requested a final pricing revision. On June 4, 2021, TriMet received Transdev's revised pricing, which brought the overall value of the contract down to \$203,045,135, over the six-year term of the contract.

8. **Diversity**

Transdev's workforce is 80% minority and 33% female; its total employee count is 18,024. Transdev will be self-performing most of the work on this Contract, but TriMet will work with Transdev to identify potential future subcontracting opportunities under the Contract.

9. **Financial/Budget Impact**

The Contract's total value will be \$203,045,135 over six years. The first year of the Contract amount is accounted for in TriMet's Transportation Operations Budget for FY2022.

10. **Impact if Not Approved**

If this Contract is not approved, TriMet will need to reissue the RFP. This option is not recommended, as Transdev is a well-qualified firm and resoliciting is unlikely to result in additional competition, a superior contractor or a lower price.

RESOLUTION NO. 21-06-38

**RESOLUTION NO. 21-06-38 OF THE TRI-COUNTY METROPOLITAN
TRANSPORTATION DISTRICT OF OREGON (TRIMET) AUTHORIZING A
CONTRACT WITH TRANSDEV SERVICES, INC. (TRANSDEV) FOR LIFT
PARATRANSIT TRANSPORTATION SERVICES**

WHEREAS, TriMet has authority under ORS 267.200 to enter into a contract with Transdev for LIFT Paratransit Transportation Services (Contract); and

WHEREAS, by Resolution dated October 25, 2017, the TriMet Board of Directors (Board) adopted a Statement of Policies requiring the Board to authorize goods and services contracts obligating TriMet to pay in excess of \$1,000,000; and

WHEREAS, the total amount of the Contract will exceed \$1,000,000;

NOW, THEREFORE, BE IT RESOLVED:

1. That the Contract shall conform with applicable law.
2. That the Interim General Manager or his designee is authorized to execute the Contract in the amount of not more than \$203,045,135, over the six-year term of the Contract.

Dated: June 23, 2021

Presiding Officer

Attest:

Recording Secretary

Approved as to Legal Sufficiency:

Gregory E. Skillman

Legal Department