

Date: March 23, 2022

To: Board of Directors

From: Sam Desue, Jr.

Subject: RESOLUTION NO. 22-03-16 OF THE TRI-COUNTY METROPOLITAN TRANSPORTATION DISTRICT OF OREGON (TRIMET) AUTHORIZING A CONTRACT WITH TRANSDEV SERVICES, INC. (TRANSDEV) FOR LIFT OPERATIONS CONTACT CENTER SERVICES

1. **Purpose of Item**

This Resolution requests that the TriMet Board of Directors (Board) authorize the General Manager or his designee to execute a contract with Transdev Services, Inc. (Transdev) for LIFT Operations Contact Center 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’s LIFT paratransit program has provided demand-responsive transportation services to individuals with disabilities or disabling health conditions within Clackamas, Washington and Multnomah counties. In 1991, TriMet began expanding LIFT service to meet Americans with Disabilities Act (ADA) requirements and established the LIFT Operations Contact Center (LOCC) 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 ADA standards. Pursuant to contracts with social service agencies, TriMet also provides LIFT transportation service for eligible customers sponsored by those agencies.

To be 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. Currently 23% of registered LIFT customers have conditional eligibility, and 74% have unconditional eligibility. Approximately 12,500 customers currently are eligible to receive LIFT service, although with COVID demand reductions only about 50% of them utilized LIFT service within the past calendar year.

TriMet LIFT relies on the LOCC contractor to provide services in five functional areas: Reservations Call Center, Scheduling, Same Day Dispatch, Customer Service and Technology/ Reporting. In addition to providing significant efficiencies to the LIFT service, TriMet expects the Contact Center to improve customer satisfaction.

7. **Description of Procurement Process**

TriMet issued a Request for Proposals for these LOCC services on December 17, 2021. A total of 175 vendors were notified of the RFP. On February 1, 2022, TriMet received two proposals from First Transit, Inc. (First Transit) and Transdev.

On February 9, 2022, a TriMet Source Evaluation Committee (SEC) met to discuss and evaluate the proposals. The SEC consisted of members of TriMet’s Transportation Operations, Finance & Administrative Services, and Public Affairs 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.

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

Criterion (points)	First Transit	Transdev
Qualifications of Proposer, Staff, and Diversity (40 Pts)	17.20	36.20
Understanding of the Work (120 Pts)	54.60	106.00
Pricing (40)		40.00
Total	71.80	182.20

The SEC determined that Transdev was the only firm within the competitive range, and that an interview was necessary to discuss several aspects of the proposal, particularly current staff retention and certain technology tools. TriMet staff met with Transdev on February 21, 2022.

Following the interview, TriMet issued a Request for Best and Final Offer (BAFO) to Transdev, which sought additional information for subcontracting overflow/supplemental (cab) rides for LIFT service, and revised pricing due to initial miscalculations and TriMet's request for additional services. TriMet received Transdev's BAFO on March 14, 2022, setting its price at \$33,830,962. Final pricing includes the base cost of service, start-up costs, and supplemental service cost. The cost of subcontracting overflow/supplemental service will be a pass-through expense billed to TriMet as received on invoices from cab service providers, with no additional Transdev fee.

8. **Diversity**

Transdev's national workforce consists of 16,363 employees, 78% of whom are minority and 28% are female. Transdev will be self-performing the work on this Contract.

9. **Financial/Budget Impact**

The Contract's total value will be \$33,830,962 over six years. The first year of the Contract amount is accounted for in TriMet's Transportation Operations Budget for FY2023.

10. **Impact if Not Approved**

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

RESOLUTION NO. 22-03-16

**RESOLUTION NO. 22-03-16 OF THE TRI-COUNTY METROPOLITAN
TRANSPORTATION DISTRICT OF OREGON (TRIMET) AUTHORIZING A
CONTRACT WITH TRANSDEV SERVICES, INC. (TRANSDEV) FOR LIFT
OPERATIONS CONTACT CENTER SERVICES**

WHEREAS, TriMet has authority under ORS 267.200 to enter into a contract with Transdev Services, Inc. (Transdev) for LIFT Paratransit Operations Contact Center 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 General Manager or his designee is authorized to execute the Contract in the amount of not more than \$33,830,962, over the six-year life of the Contract.

Dated: March 23, 2022

Presiding Officer

Attest:

Recording Secretary

Approved as to Legal Sufficiency:

Gregory E. Skillman

Legal Department