



**Agreement for OC ACCESS Paratransit
and OC Flex Microtransit Services**



BACKGROUND

OC ACCESS

July 2013 – contract starts

June 2017 – contract amended through June 2019

September 2018 – contract amended through June 2021

September 2020 – contract extended for additional six months, through December 2021

OC Flex

October 2018 – contract starts

September 2019 – contract amended through October 2020

May 2020 – contract amended through May 2021

November 2020 – contract amended through December 2021, to align with the term of the OC ACCESS agreement



PROCUREMENT PROCESS

- The Board of Directors (Board) approved Request for Proposals (RFP) 0-2150 release on December 14, 2020
- A virtual pre-proposal meeting was held on January 6, 2021
- Seven proposals were received
- Evaluate proposals, interview firms, and requested Best and Final Offers from all firms
- Scope of work developed to include both OC ACCESS and OC Flex
- Evaluation committee consisted of six members including internal and external participants



PROCUREMENT INCLUDES

- OC ACCESS Service
 - Fixed cost and per-trip rate
 - Key staffing requirements and performance metrics
- OC Flex Microtransit
 - Ensures continuity of operations
 - Fixed cost and per vehicle revenue hour rate



BOARD-APPROVED EVALUATION CRITERIA

- Qualifications of the Firm 20 percent
- Staffing and Project Organization 30 percent
- Work Plan 30 percent
- Cost and Price 20 percent



SHORT LISTED FIRMS

- First Transit, Inc. (First Transit) – Cincinnati, Ohio
- MV Transportation, Inc. (MV) – Dallas, Texas
- Transdev Services, Inc. (Transdev) – Lombard, Illinois



EVALUATION SCORING SUMMARY

EVALUATION CRITERIA	FIRST TRANSIT	MV	TRANSDEV
Qualifications of the Firm	17.7	18.0	16.7
Staffing and Project Organization	23.0	22.0	24.5
Work Plan	24.0	21.0	20.5
<i>Subtotal</i>	<i>64.7</i>	<i>61.0</i>	<i>61.7</i>
Cost and Price	19.3	20	16.9
Grand Total	84.0	81.0	78.6



EVALUATION CRITERIA HIGHLIGHTS

Qualifications of the Firm

- All three firms demonstrated the ability to operate and maintain the service as required.

Staffing/Project Management

- First Transit and MV teams had extensive knowledge and experience working on OC ACCESS service.
- First Transit proposed more staff to perform contract and service delivery quality assurance.

Work Plan

- All three firms provided a comprehensive work plan.
- First Transit proposed the addition of technological tools to provide service enhancements and identified risks and strategies related to the current operating environment.

Cost and Price

- Thorough analysis was conducted on all three cost proposals.



OVERVIEW COST COMPARISON

FIRM	4-YEAR INITIAL TERM	4-YEAR COST DIFFERENCE	8-YEAR CONTRACT	8-YEAR COST DIFFERENCE
MV	\$236,663,592		\$516,281,446	
First Transit	\$242,579,221	\$5,915,629	\$534,968,532	\$18,867,096
Transdev	\$276,791,080	\$40,127,488	\$612,088,929	\$95,807,483

DETAILED COST COMPARISON

4-Year Initial Term	First Transit	MV	Transdev
Fixed and Variable Costs:			
Wages	\$ 100,144,793	\$ 101,173,687	\$ 112,106,031
Benefits	\$ 35,945,499	\$ 37,354,297	\$ 43,396,013
Maintenance	\$ 4,346,820	\$ 3,025,882	\$ 4,039,094
Management Fee/Profit	\$ 13,810,681	\$ 13,551,409	\$ 21,121,468
Other	\$ 20,445,897	\$ 36,980,999	\$ 27,720,455
Supplemental Service (Taxi)	\$ 61,511,030	\$ 38,553,735	\$ 61,826,331
Subtotal Fixed and Variable Costs	\$ 236,204,721	\$ 230,640,010	\$ 270,209,393
OC Flex	\$ 6,374,500	\$ 6,023,582	\$ 6,581,687
Grand Total Cost	\$ 242,579,221	\$ 236,663,592	\$ 276,791,080

8-Year Contract	First Transit	MV	Transdev
Fixed and Variable Costs:			
Wages	\$ 220,516,111	\$ 217,986,462	\$ 247,164,553
Benefits	\$ 80,763,453	\$ 84,239,355	\$ 98,499,345
Maintenance	\$ 9,934,461	\$ 6,202,356	\$ 8,796,596
Management Fee/Profit	\$ 30,329,159	\$ 29,652,996	\$ 45,693,164
Other	\$ 43,229,559	\$ 80,172,382	\$ 59,520,801
Supplemental Service (Taxi)	\$ 133,246,057	\$ 81,841,525	\$ 133,479,628
Subtotal Fixed and Variable Costs	\$ 518,018,799	\$ 500,095,076	\$ 593,154,087
OC Flex	\$ 16,949,733	\$ 16,186,369	\$ 18,934,842
Grand Total Cost	\$ 534,968,532	\$ 516,281,445	\$ 612,088,929

Note: Employee Tax is grouped under Benefits



EVALUATION COMMITTEE RECOMMENDATION: FIRST TRANSIT

- Local team is highly qualified and supported by a strong regional management team.
- Proposed an additional key staff position for the director of quality assurance with over 24 years of paratransit experience.
- Proposed service enhancement recommendations.
- Emphasized utilizing new technological tools for increased real-time reporting capabilities and to assist with visualizing and translating historical performance data, assess performance, and give managers and staff the opportunity to impact operations proactively throughout the day.
- Highlighted strategies to be implemented to ensure performance metrics are met.



STAFF RECOMMENDATION

- Approve the selection of First Transit, Inc., as the firm to provide the management, operations, and maintenance of the OC ACCESS paratransit and OC Flex microtransit services
- Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2150 between the Orange County Transportation Authority and First Transit, Inc., in the amount of \$242,579,221, to provide the management, operations, and maintenance of the OC ACCESS paratransit and OC Flex microtransit services for an initial four-year term commencing on January 1, 2022, with two, two-year option terms.



NEXT STEPS

- Finalize contract and issue notice to proceed
- Meet with the selected firm, review transition schedule, determine milestones, and schedule regular transition meetings
- Coordinate meeting with the selected firm and the current service provider
- Implement a communication strategy regarding the transition of service providers for OC ACCESS riders and programs that rely on OC ACCESS for program attendees