



October 12, 2020

To: Members of the Board of Directors

From: Darrell E. Johnson, Chief Executive Officer

Subject: Approval to Release Request for Proposals for Freeway Service Patrol Services

Overview

The Orange County Transportation Authority provides freeway service patrol services using contracted service providers covering ten service areas. Staff is requesting Board of Directors' approval to release a request for proposals for freeway service patrol services for six service areas, consisting of six all-day beats, 12 peak-hour beats, three weekend beats, and one construction support beat.

Recommendations

- A. Approve the proposed evaluation criteria and weightings for Request for Proposals 0-2574 for freeway service patrol services.
- B. Approve the release of Request for Proposals 0-2574 for freeway service patrol services for four service areas effective October 2, 2021 through October 2, 2027, and two service areas effective December 4, 2021 through October 2, 2027.

Discussion

The Orange County Freeway Service Patrol (FSP) program is a traffic management and motorist aid program designed to mitigate traffic congestion by providing timely response to collisions and other incidents such as blocked lanes due to a disabled vehicle or debris on the freeway. The FSP trucks patrol an assigned segment of the freeway referred to as a beat, scanning for motorists whose vehicles have become disabled. Service is provided during peak hours on all Orange County freeways with midday and weekend service provided in specific interchanges and high-traffic segments. Multiple adjacent beats are grouped into service areas for procurement, contract, and service management purposes.

The Orange County Transportation Authority (OCTA) contracts with private tow companies to provide FSP services that comply with standard operating guidelines developed by the California Highway Patrol and OCTA. Through these contracts, the tow companies provide all tow trucks as well as all personnel, uniforms, equipment, and fuel for assisting motorists. The private tow truck contractors retain the title and physical ownership of the tow trucks purchased at the inception of the contract. OCTA pays a flat vehicle service hour (VSH) rate during actual hours of FSP service. The VSH rate includes, but is not limited to, FSP operator initial training and certification, daily vehicle inspections, travel time to and from the beats, required safety meetings, required quarterly training, and vehicle maintenance.

The FSP tow contracts are competitively bid following OCTA procurement guidelines. Currently there are six FSP agreements in the OCTA program awarded to three different tow company providers. Solicitations for new agreements are completed for roughly half of the service areas every three years. The overall number of service areas and agreements change over time to reflect changes in the program and actual contract awards. At present, there are ten service areas operated through six agreements, with agreements expiring in October and December 2021, and in December 2023.

Since FSP service is significantly different than typical towing services, contractors that have never operated FSP service are limited to one service area, comprised of no more than four beats in the initial award. If the contractor is in good standing, the contractor will then be eligible to be awarded additional service areas when subsequent procurements are released.

In February 2020, the Board of Directors approved a ten-month extension to two FSP agreements to realign procurement dates and allow staff to more effectively group and distribute work among the FSP agreements. Current procurement recommendations include the reconfiguration of existing beat boundaries and the creation of all-day roving beats that patrol across beat boundaries to provide coverage when an operator is on break or busy assisting a motorist, expand the provision of midday service throughout the County, and allow for additional early morning and later evening sweeps through specific service areas. All-day roving patrols will be accomplished through a combination of service beat realignments and funds that are available through the SB 1 (Chapter 5, Statutes of 2017), which added funding through Chapter 2, Section 2032d of the California Streets and Highway Code. Although the recommended reconfiguration provides increased service levels during certain hours of the day, the net result is an 11 percent reduction in weekday FSP hours. Staff intends to continue to reconfigure service beats in a similar manner in future procurements as we

continue to monitor the effects of the coronavirus pandemic and other factors that impact traffic in Orange County.

Request for Proposals (RFP) 0-2574 is for FSP services for six service areas, consisting of six all-day beats, 12 peak-hour beats, three weekend beats, and one construction support beat. These services are currently being provided under separate agreements that expire on October 2, 2021 and December 3, 2021. Attachment A lists the FSP beats for this procurement.

Procurement Approach

OCTA Board-approved procurement policies and procedures require that the Board approve all RFPs over \$1,000,000, as well as approve the evaluation criteria and weightings. Staff is submitting for Board approval the draft RFP and evaluation criteria and weightings, which will be used to evaluate proposals received in response to the RFP.

The proposed evaluation criteria and weightings for FSP services are as follows:

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| • | Qualifications of the Firm | 30 percent |
| • | Staffing and Project Organization | 30 percent |
| • | Work Plan | 15 percent |
| • | Cost and Price | 25 percent |

Several factors were considered in developing the evaluation criteria weightings. FSP contractors must meet stringent state and local guidelines in order to operate as an FSP provider. To ensure these standards are met, qualifications of the firm is weighted at 30 percent. Staffing and project organization is also assigned 30 percent because the service patrol operator's ability to comply with state and local guidelines and remain in good standing is critical to successfully fulfilling the requirements set forth for the FSP program. The service being sought is so highly regulated by the California Department of Transportation and the California Highway Patrol that there is no ability for an FSP provider to deviate from the scope of services. As a result, the work plan has been assigned the lowest weight at 15 percent. Cost and price is weighted at 25 percent to ensure that OCTA receives value for the services provided by obtaining competitive pricing to accomplish the requested services.

It is anticipated that this procurement will result in multiple agreements on a per-service area basis.

These services are currently being provided under separate agreements that expire on October 2, 2021 and December 3, 2021. Therefore, four of the service

areas will result in six-year agreements and two service areas will result in five-year and ten-month agreements, with an estimated cost of \$28,575,552, for FSP service through October 2, 2027.

This RFP will be released upon Board approval of these recommendations.

Fiscal Impact

The project is included in the OCTA Fiscal Year 2020-21 Budget, Motorist Services Department - Service Authority for Freeway Emergencies Fund, Account No. 0013-7629-S1002-AVX, and is funded through the State Highway Account and Road Repair and Recovery Act of 2017 Account, with at least a 25 percent match provided by OCTA through local Service Authority for Freeway Emergencies and Measure M2 funding. Future year funding will be included in each year operating budget.

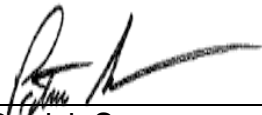
Summary

Board of Directors approval is requested to release Request for Proposals 0-2574 for freeway service patrol services in six service areas and of the proposed evaluation criteria and weightings.

Attachments

- A. Orange County Freeway Service Patrol Service Areas
- B. Draft Request for Proposals (RFP) 0-2574 Freeway Service Patrol Services

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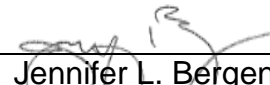
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