



March 1, 2021

To: Regional Planning and Highways Committee
From: Darrell E. Johnson, Chief Executive Officer
Subject: Agreement for Call Box Maintenance Services

Overview

On December 14, 2020, the Board of Directors approved the release of a request for proposals for call box maintenance services to maintain call boxes operated under the Orange County Service Authority for Freeway Emergencies program. Proposals were received in accordance with the Orange County Transportation Authority's procurement procedures for professional and technical services. Board of Directors' approval is requested to execute an agreement for call box maintenance services.

Recommendations

- A. Approve the selection of CASE Emergency Systems, as the firm to provide call box maintenance services to maintain call boxes operated under the Orange County Service Authority for Freeway Emergencies program.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2632 between the Orange County Transportation Authority and CASE Emergency Systems, in the amount of \$2,432,315, to provide call box maintenance services for a six-year initial term, with one, two-year option term.

Discussion

In 1988, as a result of legislation that is now a part of California Streets and Highways Code Chapter 14, Sections 2550 to 2559, the Orange County Transportation Commission was designated as Orange County's Service Authority for Freeway Emergencies (SAFE). In 1991, the Orange County SAFE, along with several other entities, became part of the Orange County Transportation Authority (OCTA). In 1992, the Orange County SAFE was expanded to include the Freeway Service Patrol (FSP) program. In 2009, the

SAFE was expanded to include regional participation in the Southern California 511 Motorist Assistance and Traveler Information (511) Program.

The Orange County SAFE currently operates approximately 300 solar powered cellular telephone call boxes located on Orange County freeways, toll roads, and select state highways. All call boxes are equipped with teletypewriter capabilities that allow users to type and read rather than speak and hear while in communication with the call box call center and with California Highway Patrol (CHP) dispatchers. All call box sites are also configured for Americans with Disabilities Act accessibility and are accessible to individuals with disabilities. Contracted call center operators, depending on the nature of the aid requested, may forward the information to the CHP to dispatch an FSP unit, forward the call to an automobile association, the motorist's family, another appropriate party, may transfer the call to the CHP who may dispatch a CHP field unit, or notify an emergency response provider.

Funding for operating the call boxes comes from a \$1 registration fee on vehicles registered in Orange County. This revenue stream generated \$2.9 million in fiscal year (FY) 2019-20. Approximately \$1.1 million of the \$2.9 million was spent on the call box program for call box maintenance, call center services, and cellular phone services in FY 2019-20. Remaining funds from the registration fee are used for OCTA's participating cost in the regional 511 Program and provides a portion of the required local match funding for the FSP program.

Call box maintenance services are currently provided under an agreement that expires June 30, 2021. A new maintenance agreement is necessary to ensure continuity of call box maintenance services.

The pricing structure of the new maintenance agreement includes a monthly flat rate for one full-time equivalent technician and the support equipment necessary to perform all corrective maintenance, preventive maintenance, construction removals, reinstallations, upgrades, knockdown repairs, damage repairs, and other periodic maintenance determined to be necessary. If necessary, to expedite a specific project or campaign, additional field labor may be provided upon the approval of the OCTA project manager at an hourly rate defined in the agreement. Parts and materials will be provided by OCTA through surplus inventory from removed call boxes. Once OCTA surplus inventory is exhausted, parts and materials will be provided by the contracted maintenance provider at pricing negotiated through this procurement.

The proposed agreement also includes refurbishing faded call box housings and call box signs in year five of the agreement, and costs associated with a potential cellular radio upgrade that may be necessary as a result of network technology migrations that have been required about every five years.

Procurement Approach

This procurement was handled in accordance with OCTA's Board of Directors (Board)-approved procedures for professional and technical services. Various factors are considered in an award for professional and technical services. Award is recommended to the firm offering the most comprehensive overall proposal considering such factors as qualifications, prior experience with similar projects, staffing and project organization, work plan, as well as cost and price.

On December 15, 2020, Request for Proposals (RFP) 0-2632 was issued electronically on CAMM NET. The project was advertised in a newspaper of general circulation on December 16 and 21, 2020. A pre-proposal conference was held virtually on December 22, 2020, with one attendee representing one firm. One addendum was issued to make available the pre-proposal conference registration sheets and presentation, as well as respond to written questions.

On January 6, 2021, one proposal was received from CASE Emergency Systems (CASE). In accordance with OCTA's procurement policies and procedures, a single proposal received for a procurement over \$50,000 requires OCTA's Internal Audit Department (Internal Audit) to conduct an agreed-upon procedures review to determine whether the Contracts Administration and Materials Management Department (CAMM) complied with procedures to ensure adequate outreach to stimulate competition. The review found CAMM complied with these procedures. In addition, CAMM contacted registered vendors that received the RFP through OCTA's solicitation system and firms on the planholder's list indicating interest in submitting a proposal to inquire why they did not submit proposals. The responses from the firms varied, such as not being able to submit due to inventory and warehouse factors, the length of the commitment, inability to pursue the opportunity at this time, and lack of capabilities or experience required.

An evaluation committee consisting of OCTA staff from CAMM, Facilities Maintenance, and Motorist Services departments, as well as external representatives from Riverside County Transportation Commission (RCTC), and San Bernardino County Transportation Authority met to review the proposal.

The proposal was evaluated based on the following Board-approved evaluation criteria and weightings:

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

Several factors were considered in developing the evaluation criteria weightings. To ensure the firms are qualified to perform this service, qualifications of the firms was weighted at 20 percent. Staffing and project organization was also weighted at 20 percent as it is necessary for the firm to propose qualified staff and resources available to perform call box maintenance services. Work plan, as well as cost and price, were weighted equally at 30 percent to ensure the firms demonstrated a comprehensive understanding of the project scope through their proposed work plan and that OCTA receives value for the services provided.

The evaluation committee conducted an interview with CASE. The firm had the opportunity to present its approach for accomplishing the requested services, project team qualifications, and respond to evaluation committee questions. The firm was also asked specific clarification questions related to OCTA's requirements specified in the scope of work.

The following is a brief summary of the proposal evaluation results.

Qualifications of the Firm

CASE is the original developer of the wireless Lexan Call Box solution, which is currently used on Orange County freeways and is headquartered in the City of Irvine with a 6,000-square foot office and warehouse facility. CASE supports a number of emergency and non-emergency wired and wireless communication solutions. The Lexan Wireless Call Box solution is utilized by the Orange County SAFE program, as well as the wireless Emergency Call Towers recently installed at 12 OCTA-operated transit facilities. During the interview, CASE demonstrated its extensive experience maintaining call box systems in the State of California and is well qualified to perform the work outlined in OCTA's scope of work.

Staffing and Project Organization

As the original manufacturer of the Lexan wireless and Teletype (TTY) call boxes, CASE proposed staff and field technicians that have thorough knowledge and extensive experience in the required maintenance services. Their experience includes system-wide upgrades for San Bernardino Associated Governments and RCTC, such as analog to digital conversion, TTY upgrade, and installation of call boxes in the counties of Riverside and San Bernardino. The proposed key staff possesses a broad technical background that includes extensive knowledge of the Lexan Call Box product, installations, removals, corrective and preventive maintenance requirements, and cellular trouble shooting techniques. Other proposed key staff have about 20 years of project management experience in the electronic security industry, ensuring customer satisfaction and various aspects of call box business management.

Work Plan

CASE's proposal demonstrated a thorough understanding of the scope of work and adequately addressed OCTA's requirements in its work plan, detailing how they will continue to maintain the required 300 units of freeway call box systems. CASE's work plan presented its experience, person power, tools, and facilities to perform the scope of work to meet and exceed Orange County SAFE's needs and requirements. CASE's work plan includes a complete implementation and transitional plan such as moving existing OCTA-owned material required to perform maintenance tasks and transitioning the reporting of call boxes from the current contractor maintenance server to the CASE maintenance system (hardware and software) that will be tasked with reporting the near-real-time health and status of each call box in the system.

Cost and Price

CAMM also conducted a price review. The hourly labor rates proposed by CASE are deemed fair and reasonable as they are lower than rates paid by peer agencies that have a SAFE program. Additionally, the proposed monthly fixed fee is also lower than the current monthly fixed fee OCTA pays for these services.

Procurement Summary

Based on the evaluation of the written proposal, the firm's qualifications, and the information obtained from the interview, the evaluation committee recommends the selection of CASE to provide call box maintenance services. The CASE team demonstrated relevant experience and submitted a comprehensive proposal that was responsive to the requirements of the RFP.

The agreement will be a time-and-expense agreement with a six-year initial term and one, two-year option. The amount of the initial term is \$2,432,315.

Fiscal Impact

The project is included in OCTA's Proposed FY 2021-22 Budget, Motorist Services Department - Service Authority for Freeway Emergencies Fund, Account No. 0013-7612-S1001-ASM, and is funded by a \$1 per vehicle registration fee. Future year funding will be included in each annual operating budget.

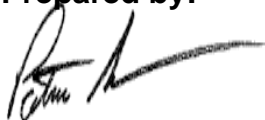
Summary

Based on the information provided, staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2632 with CASE Emergency Systems, in the amount of \$2,432,315, to provide call box maintenance services for a six-year initial term effective through June 30, 2027, with one, two-year option term.

Attachment

None.

Prepared by:



Patrick Sampson
Manager, Motorist Services
714-560-5425

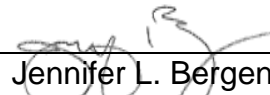
Approved by:



Cliff Thorne
Director, Maintenance and Motorist
Services
714-560-5975



Pia Veasapen
Director, Contracts Administration and
Materials Management
714-560-5619



Jennifer L. Bergener
Chief Operating Officer, Operations/
Deputy Chief Executive Officer
714-560-5462