

Review of Proposals
RFP 0-2150 OC ACCESS Paratransit and OC Flex Microtransit Services
Presented to Transit Committee - August 12, 2021
7 proposals were received, 5 proposals were evaluated, 3 firms were interviewed, 1 firm is being recommended

Overall Ranking	Proposal Score	Firm & Location	Sub-Contractors	Evaluation Committee Comments	Initial Term Price
1	84	First Transit, Inc. Cincinnati, Ohio	SMS Transportation Services, Inc. Global Paratransit, Inc. JCM & Associates, Inc./Blue Goose ISLA Tires, Inc. Butterfli, Inc. Primetime Shuttle, Inc.	Demonstrated relevant prior experience and qualifications. Has managed 22 successful transitions in the past two years. Proposed subcontractors have experience within their respective fields. Proposed project manager has 20 years of transportation experience and previously served as assistant general manager of the OC ACCESS service. Proposed experienced managers for all key positions, including operations, maintenance, safety, call center, information technology, driver trainer, customer relations, human resources, and accounting. Proposed a director of quality assurance with over 24 years of paratransit experience, and the local team is supported by a strong regional management team. Demonstrated a comprehensive understanding of the requirements included in the scope of work. Provided a comprehensive plan for service operations, training, data collection, transition, scheduling, safety, vehicle and facility maintenance, and subcontractor oversight program. Provided service enhancement recommendations, such as utilizing new technological tools (First Analytics, Management Information Dashboard). Identified various special issues or problems that are likely to be encountered during the project and how they would be addressed. Provided detailed and thorough responses to the evaluation committee's questions. Received positive responses from references. Proposed a competitive total price.	\$242,579,221
2	81	MV Transportation, Inc. Dallas Texas	Cabco Yellow, Inc. RideCo, Inc. AAMCOM Metro Towing, Inc. Regali, Inc. Jamison Professional Services, LLC	Demonstrated relevant prior experience and qualifications. Has been managing and operating the OC ACCESS service since 2013 and assumed responsibility of the OC Flex service in 2020. Proposed subcontractors have experience within their respective fields. Proposed project manager has 25 years of transportation experience and has been managing the OC ACCESS service since 2018. Proposed experienced managers for all key positions, including operations, maintenance, safety, call center, information technology, driver trainer, customer relations, human resources, and accounting. Demonstrated a comprehensive understanding of the requirements included in the scope of work. Provided a comprehensive plans for service operations, training, data collection, transition, scheduling, safety, vehicle and facility maintenance, and subcontractor oversight program. Identified only one special issue or problem that is likely to be encountered during the project and how it would be addressed. Responses to questions regarding the strategies it will pursue to build on staff's understanding of ADA paratransit service as well as community outreach and engagement lacked detail and specifics. Received positive responses from references. Proposed the lowest estimated total price.	\$236,663,592
3	79	Transdev Services, Inc. Lombard, Illinois	Big Star Transit, LLC SMS Transportation Services, Inc. JCM & Associates, Inc./Blue Goose	Demonstrated relevant prior experience and qualifications. Proposed subcontractors have extensive experience within their respective fields. Proposed project manager has 25 years of transportation experience. Proposed experienced managers for all key positions, including operations, maintenance, safety, call center, information technology, driver trainer, customer relations, human resources, and accounting. Demonstrated a comprehensive understanding of the requirements included in the scope of work. Provided a comprehensive plan for service operations, training, data collection, transition, scheduling, safety, vehicle and facility maintenance, but lacked a complete subcontractor oversight program. Provided service enhancement recommendations, such as utilizing new technological tools. Identified various special issues or problems that are likely to be encountered during the project and how they would be addressed. Responses to questions about their subcontractors' proposed maintenance and vehicle storage plan did not address an adequate oversight program. Received positive responses from all but one reference. Proposed a competitive total price.	\$276,791,080

Evaluation Panel: (6 members)

Internal

Contracts Administration and Materials Management (1)
Paratransit Services (1)
Financial Planning and Analysis (1)
Schedule and Bus Operations Support (1)
Contracted Services (1)

External

Los Angeles Access Services (1)

Proposal Criteria

Qualifications of the Firm
Staffing and Project Organization
Work Plan
Cost and Price

Weight Factors

20%
30%
30%
20%