



September 27, 2021

To: Members of the Board of Directors

From: Darrell E. Johnson, Chief Executive Officer

Subject: Approval to Release Request for Proposals for the OC Streetcar Ticket Vending Machines

Overview

Staff is requesting Board of Directors' approval to release a request for proposals for the development, construction, implementation, and operations and maintenance of the OC Streetcar ticket vending machines system. A draft request for proposals has been developed, including proposed evaluation criteria and weightings, to support the procurement process.

Recommendations

- A. Approve the release of Request for Proposals 1-3279 to select a firm to provide the development, construction, and implementation, as well as the operations and maintenance of the OC Streetcar ticket vending machines for a five-year initial term with one, five-year option term.
- B. Approve the proposed evaluation criteria and weightings for Request for Proposals 1-3279 for the development, construction, and implementation, as well as the operations and maintenance of the OC Streetcar ticket vending machines.

Background

The Orange County Transportation Authority (OCTA), in cooperation with the cities of Garden Grove and Santa Ana, is implementing a modern streetcar (OC Streetcar {Project}) running between the Santa Ana Regional Transportation Center in the City of Santa Ana and the Harbor Boulevard/Westminster Boulevard intersection in the City of Garden Grove. The Project will improve transit connectivity and accessibility, increase transit options, relieve congestion, and provide benefits to the community and traveling public. The Project is being implemented as part of Measure M2 Transit Extensions to Metrolink (Project S).

Discussion

Ticket vending machines (TVMs) are needed to enable OC Streetcar customers to purchase fare media. The OC Streetcar will consist of 16 platforms across ten stations, requiring one or two TVMs on each platform. It is estimated that 28 TVMs will be required based on the current number of platforms. The TVMs are intended to be a simple, intuitive machine that allows customers to purchase fare media with multiple payment types, such as cash, credit/debit card, and Apple/Google Wallet. The TVMs will issue paper tickets with encrypted barcodes that can be validated on the OC Streetcar and OC Bus system. This will allow a consistent and seamless fare collection experience for customers.

Upon completion of the initial capital design, testing, and installation, OCTA will issue final acceptance, which will start an operations and maintenance (O&M) support agreement for up to ten years. The TVM system will include an initial two-year warranty to cover hardware and software defects after final acceptance. In addition, final acceptance will start a five-year software maintenance term, which includes device updates, software licenses, and security certifications. Cloud hosting will be provided for the same five-year maintenance term. OCTA will perform all hardware maintenance, and any additional maintenance will be provided by the TVM vendor using pre-negotiated on-call labor rates. Additionally, a five-year option term may be exercised that extends both the software maintenance and cloud hosting agreements to a total of ten years. Board of Directors' (Board) approval would be required for staff to exercise the five-year option term.

Procurement Approach

OCTA's Board-approved procurement policies and procedures require that the Board approve request for proposals (RFP) 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 are as follows:

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| • Qualifications of the Firm | 20 percent |
| • Staffing and Project Organization | 20 percent |
| • Technical Approach/Work Plan | 35 percent |
| • Cost and Price | 25 percent |

Several factors were considered in developing the evaluation criteria weightings. Qualifications of the firm is weighted at 20 percent as the firm must demonstrate experience implementing similar ticket vending machines. Staffing and project organization is also weighted at 20 percent as the firm must demonstrate the level of expertise, availability, and involvement for the roles of the proposed project team. Technical approach/work plan is weighted at 35 percent as the firm's proposed implementation plan and proposed solution must be able to meet the functional and technical requirements established for the TVM system as specified in the scope of work. Cost is weighted at 25 percent to ensure that OCTA receives value for the services provided.

The contract term for this procurement will be a five-year initial term with one, five-year option term. The total cost for the initial term is anticipated to be approximately \$2,366,850.

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

Fiscal Impact

This capital purchase was approved in OCTA's Fiscal Year 2021-22 Approved Budget, Transit Development Capital Project Fund, Account No. 0051-9017-TS010-Z56. Budget approval for the O&M of this purchase will be required and requested in OCTA's Fiscal Year 2022-23 Budget.

Summary

Board of Directors' approval is requested to release Request for Proposals 1-3279 to select a firm for the development, construction, implementation, and operations and maintenance of the OC Streetcar ticket vending machines and the approval of the proposed evaluation criteria and weightings.

Attachment

- A. Draft Request for Proposals (RFP) 1-3279, OC Streetcar Ticket Vending Machines

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