

# ALAMEDA-CONTRA COSTA TRANSIT DISTRICT



## STAFF REPORT

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**MEETING DATE:** 4/24/2024

**Staff Report No.** 24-241

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**TO:** AC Transit Board of Directors  
**FROM:** Michael A. Hursh, General Manager/Chief Executive Officer  
**SUBJECT:** Contract Award: Paratransit System Software

### ACTION ITEM

**AGENDA PLANNING REQUEST:**

**RECOMMENDED ACTION(S):**

Consider authorizing the General Manager to execute a contract, jointly with the Bay Area Rapid Transit District (BART), with Spare Labs Inc. (Spare) for Software-As-A-Service (SaaS), including turnkey implementation and support services, for the East Bay Paratransit Consortium (EBPC) for a seven-year term, inclusive of up to a two-year implementation period and a five-year operational period.

**Staff Contact:**

Ramakrishna Pochiraju, Executive Director of Planning & Engineering  
Ahsan Baig, Chief Information Officer

**STRATEGIC IMPORTANCE:**

Goal - Convenient and Reliable Service

Initiative - Service Quality

The new software platform will provide innovative features for East Bay Paratransit (EBP), such as dynamic vehicle optimization/routing to improve efficiency and reduce costs; expanded customer support and self-service functions such as trip booking and cancellation; improved efficiencies in the call center features and functions, and the ability to integrate micro-transit options as well as EBP's contactless paratransit fare payment application.

**BUDGETARY/FISCAL IMPACT:**

The base contract cost is \$4,074,000, including \$1,520,000 for implementation during the first two years and \$2,554,000 for operations and maintenance (O&M) over the remaining five years of the contract. The contract also includes an option to use Spare's text-messaging (SMS) and interactive voice response (IVR) systems for an additional \$492,000, which would bring the contract amount to \$4,566,000.

AC Transit is responsible for 69 percent of the total contract cost which is \$3,150,540.

The implementation costs and first four years of O&M costs, which are similar to the programmed capital

expense of purchasing software, will be paid off out the capital budget. The remainder of the contract cost will be included in future operating budgets as a cost for Purchased Transportation.

#### **CONTRACT AWARD SUMMARY:**

BART took the lead on this procurement on behalf of the EBPC. The BART Board of Directors awarded the contract during its regularly scheduled meeting on April 11, 2024.

<b>Vendor Outreach Summary:</b>	
No. DBE/SBEs:	See below
No. Registered Vendors:	N/A
<b>Contract Summary:</b>	
# Proposals/Bids Received:	4
Award Type:	Best Value
Independent Cost Estimate Range:	\$6,400,000
Recommended for Award:	Spare Labs, Inc.
Small Business Type:	Not Applicable*
DBE/SBE Utilization %:**	See Below

\* Neither SBE, nor DBE

\*\* The District sets Small Business Enterprise (SBE) goals on contracting opportunities. The Federal Transit Administration (FTA) may authorize a Disadvantaged Business Enterprise (DBE) goal; however, SBE goals may result in DBE awards and utilization.

#### ***Levine Act Disclosure***

*California Government Code § 84308, commonly referred to as the “Levine Act,” precludes an Officer of a local government agency from participating in the award of a contract if he or she receives any political contributions totaling more than \$250 in the 12 months preceding the pendency of the contract award, and for three months following the final decision, from the person or company awarded the contract. This prohibition applies to contributions to the Officer, or received by the Officer on behalf of any other Officer, or on behalf of any candidate for office or on behalf of any committee. The Levine Act also requires disclosure of such contributions by a party to be awarded a specified contract. Disclosure is not required for contracts that are competitively bid.*

Pursuant to BART's Non-Federal Small Business Program, the Office of Civil Rights set a 5% Small Business Prime Preference for this Agreement for Small Businesses certified by the California Department of General Services (DGS). It was determined that there were no certified Small Businesses certified by the DGS among the responsive Proposers and, therefore, the Small Business Prime Preference is not applicable.

Pursuant to BART's Non-Discrimination Program for Subcontracting, the Availability Percentages for this agreement are 8.4% for Minority Business Enterprises and 5.7% for Women Business Enterprises. Spare Labs Inc. will not be subcontracting any portion of the work and therefore, the provisions of BART's Non-Discrimination Program for Subcontracting do not apply.

#### **BACKGROUND/RATIONALE:**

East Bay Paratransit Consortium (EBPC) is a partnership between the San Francisco Bay Area Rapid Transit District (BART) and AC Transit to provide federally-mandated paratransit services as required under the

Americans with Disabilities Act (ADA) in the overlapping service areas of the two agencies.

EBPC has been using the paratransit software solution “ADEPT” by StrataGen Systems since 2000 to manage paratransit eligibility and certifications, store user profiles, schedule rides for passengers, create route and trip manifests, and generate reports. This software is nearing its end-of-life and will soon be unsupported by the vendor. This procurement to replace the software was undertaken jointly by BART and AC Transit, with BART taking the lead. The BART Board of Directors approved the award of this contract to Spare Labs, Inc. during its regularly-scheduled meeting on April 11, 2024.

The Request for Proposal (RFP) sought a software-as-a-service platform that requires minimal development and customization, and satisfies all features, functions, and services identified in the Paratransit Software Replacement Scope of Services and Technical Requirements of the RFP.

The RFP was issued August 25, 2023. A pre-proposal meeting was held on September 7, 2023, and bids were submitted on October 17, 2023. Four (4) proposals were received from RideCo, Spare Labs, Inc., StrataGen Systems, and Trapeze Software Group, Inc.

The Selection Committee was comprised of staff from both agencies, Transdev (the EBP Broker), TransSIGHT (technology consultants) and the Vice-President of Paratransit Operations of New York City. Following an extensive evaluation process including one-on-one interviews with numerous transit agencies, two firms advanced: Spare and Trapeze. Trapeze was later disqualified, and negotiations began with Spare. Spare submitted its Best and Final Offer on March 26, 2024.

**ADVANTAGES/DISADVANTAGES:**

The new software will provide innovative features such as dynamic vehicle optimization/routing to improve efficiency and reduce costs; expanded customer support and self-service functions such as trip booking and cancellation; improved efficiencies in the call center features and functions, and the ability to integrate micro-transit options as well as EBP’s contactless paratransit fare payment application.

There are no disadvantages in the Board authorizing execution of the contract, jointly with BART, with Spare Labs, Inc.

**ALTERNATIVES ANALYSIS:**

The alternative to entering into the contract with Spare Labs, Inc. would be to reject its proposal and re-bid the software procurement. This would also impact BART, as its Board of Directors, authorized execution of the contract, assuming a multi-party agreement with AC Transit.

**PRIOR RELEVANT BOARD ACTION/POLICIES:**

22-353 - 2024 Board approval Comprehensive Investment Plan (CIP)

**ATTACHMENTS:**

None.

**Prepared by:**

Mallory Nestor-Brush, Accessible Services Manager

**Approved/Reviewed by:**

Phillip Halley, Program Manager, Compliance & Diversity-Contracts

Fred Walls, Director of Procurement & Materials Management

Shayna van Hoften, Interim General Counsel/Chief Legal Officer

Chris Andrichak, Chief Financial Officer

Ramakrishna Pochiraju, Executive Director of Planning & Engineering

Robert del Rosario, Director of Service Development and Planning

Ahsan Baig, Chief Information Officer