

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT



STAFF REPORT

MEETING DATE: 10/27/2021

Staff Report No. 21-471

TO: AC Transit Board of Directors
FROM: Michael A. Hursh, General Manager
SUBJECT: RFP for East Bay Paratransit Consortium Broker and Provider Services

ACTION ITEM

RECOMMENDED ACTION(S):

Consider authorizing the release of a Request for Proposal (RFP) for the East Bay Paratransit Consortium (EBPC) Broker and Provider Services for Americans with Disabilities Act (ADA) mandated paratransit services.

STRATEGIC IMPORTANCE:

Goal - Safe and Secure Operations
Initiative - Service Quality

The provision of ADA paratransit is mandated by the Federal government. The issuance of an RFP for these services ensures continuity of a safe and secure critical transportation system to individuals who cannot, due to a physical or cognitive disability, utilize the fixed-route bus and/or Bay Area Rapid Transit (BART) service.

BUDGETARY/FISCAL IMPACT:

The total estimated amount of this RFP is being withheld from this public report to solicit the most competitive pricing from potential vendors for both options. The District pays for 69% of the overall contract with BART paying for the remainder. The District's portion is included in the yearly operating budget and significantly funded by designated local and state fund sources.

BACKGROUND/RATIONALE:

Staff is seeking Board authorization to release an RFP for paratransit services. The current Agreement with Transdev Services, Inc. expires on June 30, 2023. The Joint Powers Agreement (JPA) between BART and AC Transit, to provide mandated ADA paratransit services, delineates responsibilities between the two agencies. AC Transit is responsible for the EBPC purchasing function. AC Transit will take the lead in the solicitation and award of contract for the EBPC broker and service providers with the cooperation of and coordination with BART.

At the direction of each agency's general manager, a study was conducted to review the various service models available throughout the nation to provide mandated ADA paratransit services. This solicitation will allow for two options. Prospective bidders can bid on one or both of the following options:

Option 1: Centralized Broker System/Multiple Service Providers. This is the current structure of EBPC. The District contracts with a broker who in turn contracts with a minimum of two Service Providers (SPs). The Broker currently contracts with three SPs. The Broker is responsible for eligibility certification, reservations, scheduling, dispatch, customer complaints, quality assurance and compliance, assessment of liquidated damages, road supervision, lift and vehicle inspections and general oversight of the SP vehicles and operators. The SPs provide operators, vehicles and vehicle maintenance. Staff will allow up to one hundred and twenty (120) days for the entity bidding to give the bidder sufficient time to conduct their own competitive procurement for SPs.

Option 2: Turnkey Contract. This option would allow for a single entity to bid on functions currently performed by the Broker and also provide vehicles and operators. As indicated in SR 21-261, certain functions currently performed by the Broker under Option 1 would be shifted to the Paratransit Coordinators Office (PCO). These would include, among other things, customer complaints, quality assurance and compliance, assessment of liquidated damages, road supervision, lift and vehicle inspections and general oversight of the SP vehicles and operators.

Below please find the key dates and a timeline for the release of the RFP, proposal evaluation and contract award:

March 2022	Release RFP
April 2022	Pre-Proposal Meeting
August 2022	Proposal Deadline
November 2022	Final Selection
January 2023	Contract Award

ADVANTAGES/DISADVANTAGES:

By offering two options with this solicitation, BART and AC Transit can compare technical and cost proposals that are most advantageous for the Districts.

ALTERNATIVES ANALYSIS:

Staff found no alternatives to the course of action recommended in this report.

PRIOR RELEVANT BOARD ACTION/POLICIES:

Staff Report 12-034: Issuance of a Request for Proposal (RFP) for the East Bay Paratransit Consortium (EBPC) Broker and Provider Services

Staff Report 12-304d: Contract Award for East Bay Paratransit Consortium (EBPC) Broker/Provider Services for the period of July 1, 2018 through June 30, 2023

Board Policy No. 465: Procurement Policy

ATTACHMENTS:

None

Prepared by:

Mallory Nestor-Brush, Accessible Services Manager

Approved/Reviewed by:

Ramakrishna Pochiraju, Executive Director of Planning & Engineering

Robert del Rosario, Director of Service Development and Planning

Jill A. Sprague, General Counsel

Chris Andrichak, Chief Financial Officer