



METROPOLITAN
TRANSPORTATION
COMMISSION

Agenda Item 3a
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Memorandum

TO: Operations Committee

DATE: February 5, 2016

FR: Executive Director

W. I. 1222, 1224

RE: Traveler Services Contract Actions

- i. Contract Amendment – 511 Web Services: Civic Resource Group (\$7,120,000)
- ii. Contract Amendment – 511 Technical Advisory Services: Kimley-Horn and Associates (\$308,000)
- iii. Contract Amendment – 511 Regional Ridesharing Program: Parsons Brinckerhoff (\$1,805,000)

Background

At your [June 2015 meeting](#), this committee approved staff's recommendation to continue supporting regional mobility through strategic changes to the 511 Traveler Information Service and the Regional Ridesharing Program. Since June, staff has been working to implement the recommendations leading to the contract actions recommended today. The streamlined and user friendly Next Generation (Next Gen) 511.org website is expected to launch in June 2016, and staff is positioning the Regional Ridesharing Program to deliver a reduced scope with a carpool focus beginning July 2016. Staff intends to return to this committee next month to request approval for a new contract to provide operational services support for 511, in conjunction with express lanes, and will also return next fiscal year for a 511 communications and outreach contract, and a carpool contract.

Contract Actions

Staff recommends that the Operations Committee authorize the Executive Director or his designated representative to negotiate and enter into each of the following contract actions:

i. **Contract Amendment – 511 Web Services: Civic Resource Group (\$7,120,000)**

In June 2011, following a competitive procurement process, this Committee approved a contract with Civic Resource Group (CRG) to provide 511 website services for a five-year contract period with options to extend for up to five years. In June 2015, this Committee approved a contract amendment to add \$2.6 million to develop the Next Gen 511 website and update real-time electronic transit information displays, with the intent to extend this contract for long term operations based upon successful performance. Under the proposed amendment, CRG would operate, maintain, and further enhance Next Gen 511.org, transit information displays, and web-based tools for transit partners. Next Gen 511.org will be a responsive, mobile-first site for access across all devices, and will integrate Google's trip planner and base map along with new and existing data sources that provide current conditions and multimodal travel options. CRG has demonstrated superior performance in both operations of the existing 511.org home page and development of the Next Gen site. Additionally, the new website – developed on commercially available platforms – achieves significant cost savings in accordance with the approved 511 strategic principles. This amendment would add \$7,120,000 and four years to the contract, bringing the contract total to \$11,371,003 for the nine-year period. A portion of the necessary funding for this amendment is in the approved FY15-16 budget; additional funding is subject to the approval of future agency budgets. Attachment A includes CRG and its project team's small business and disadvantaged business enterprise status.

Staff recommends that the Committee authorize a four-year contract amendment through June 30, 2020 with CRG in an amount not to exceed \$7,120,000 for the above services.

ii. Contract Amendment – 511 Technical Advisory Services: Kimley-Horn and Associates (\$308,000)

In March 2014, this Committee approved a contract with Kimley-Horn and Associates (KH) to provide 511 technical advisory services as part of the competitively-procured, pre-qualified panel to provide On-Call Transportation Management Systems Services awarded in October 2013. Under this amendment, and based upon their demonstrated success, KH would continue to support 511 through data performance monitoring, systems engineering in accordance with FHWA requirements, software development guidance, and strategic planning. This extension ensures continuity of support during 511's Next Gen launch and first-year operations through KH's breadth of technical staff and deep industry understanding.

In line with recent commission discussions, staff expects to analyze and report on staffing alternatives (in-house versus consultants) for technical support in the coming months. The proposed term for this amendment is for one additional year to ensure flexibility for possible alternative staffing approaches. This amendment would add \$308,000 and one year to the contract, bringing the contract total to \$581,745 for the three-year period. The funds for this amendment are subject to inclusion in and approval of the FY 2016-17 agency budget. Attachment A includes KH and its team's small business and disadvantaged business enterprise status.

Staff recommends that the Committee authorize a one-year contract amendment through June 30, 2017 with KH in an amount not to exceed \$308,000 for the above services.

iii. Contract Amendment – 511 Regional Ridesharing Program: Parsons Brinckerhoff (\$1,805,000)

In 2011, following a competitive procurement process, this Committee approved a five-year contract with Parsons Brinckerhoff (PB), with options to extend up to five years, to provide three services for MTC: 1) 511 Regional Ridesharing Program; 2) 511 communications and outreach; and 3) commuter benefits program. Consistent with strategic plans, staff is preparing a procurement for the new Carpool Program to replace the Regional Ridesharing Program and to continue commuter benefits program support. To encourage competition, the process includes an industry review of the draft Request for Proposals. Staff anticipates seeking approval to award the contract in November 2016 and completing transition to the new contract by January 2017. Staff will concurrently undertake a separate procurement for 511 communications and outreach. The proposed amendment would allow PB to continue work while staff completes the two procurements. This amendment would add \$1,805,000 and seven months to the contract, bringing the contract total to \$22,633,786 for the five-year, seven-month period. The funds for this amendment are subject to inclusion in and approval of the FY 2016-17 agency budget. Attachment A includes PB and its team's small business and disadvantaged business enterprise status.

Staff recommends that the Committee authorize a seven-month contract amendment through January 31, 2017 with PB in an amount not to exceed \$1,805,000 for the above services.



Steve Heminger

i) 511 Web Services

ii) 511 Technical Advisory Services

Prime/ Subcontractor	Firm Name	Role on Project	DBE * Firm			SBE ** Firm		
			Yes	If Yes, List #	No	Yes	If Yes, List #	No
Prime Contractor	Kimley - Horn and Associates	Provide strategic advice and technical guidance			X			X
Subcontractor	Wiltec	Project Support - Performance Monitoring	X	8440				X
Subcontractor	Advantec	Systems Engineering - Quality Control Review	X	30139				X
*Denotes Certification by the California Unified Certification Program (CUCP)								
**Denotes certification by the State of California								

iii) 511 Regional Ridesharing Program

			DBE * Firm			SBE ** Firm		
Prime/ Subcontractor	Firm Name	Role on Project	Yes	If Yes, List #	No	Yes	If Yes, List #	No
Prime Contractor	Parsons Brinckerhoff	Deliver carpool program			X			X
Subcontractor	JD Franz Research	Annual client survey	X	7461		X	5068	
Subcontractor	ACCEL	Temporary Staffing Services	X	31992				X
Subcontractor	Media Beef	IT Services	X	42265		X	6627	
Subcontractor	Switch Point Planning	Strategic Support	X	39464				X
*Denotes Certification by the California Unified Certification Program (CUCP)								
**Denotes certification by the State of California								

REQUEST FOR COMMITTEE APPROVAL
Summary of Proposed Consultant Contract Amendment

Work Item No.:	1224
Contractor:	Civic Resource Group Los Angeles, CA
Work Project Title:	511 Website Services
Purpose of Project:	Deliver 511 website services.
Brief Scope of Work:	Operate, maintain, and further enhance a consolidated and optimized Next Gen 511 website. Operate and maintain web-based electronic transit information displays and web-based transit partner data tools.
Project Cost:	\$7,120,000 (this amendment) Total Contract before this amendment: \$4,251,003 Total Authorized Contract after this amendment: \$11,371,003
Funding Source:	CMAQ, SAFE, RM2, STP, STA
Fiscal Impact:	\$ 853,000 is subject to inclusion in the FY 2015-16 RM2 budget. \$2,118,800 is subject to approval of the MTC FY 2016-17 budget. \$1,474,500 is subject to approval of the MTC FY 2017-18 budget. \$1,351,600 is subject to approval of the MTC FY 2018-19 budget. \$1,322,100 is subject to approval of the MTC FY 2019-20 budget.
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with Civic Resource Group to provide the consulting services described above and in the Executive Director's memorandum dated February 5, 2016, and the Chief Financial Officer is authorized to set aside funds in the amount of \$7,120,000 for such amendment, subject to approval of such funds in current and future agency budgets as specified above.
Operations Committee:	<hr/> Scott Haggerty, Chair
Approved:	Date: February 12, 2016

REQUEST FOR COMMITTEE APPROVAL
Summary of Proposed Consultant Contract Amendment

Work Item No.:	1224
Contractor:	Kimley-Horn and Associates Oakland, CA
Work Project Title:	511 Technical Advisory Services
Purpose of Project:	Technical Assistance to the 511 Program
Brief Scope of Work:	Provide strategic advice and technical guidance, performance monitoring and evaluation, procurement assistance, systems engineering, and project oversight and support.
Project Cost:	\$308,000 (this amendment) Total Contract before this amendment: \$273,745 Total Authorized Contract after this amendment: \$581,745
Funding Source:	SAFE, STA, STP
Fiscal Impact:	Subject to approval of the MTC FY 2016-17 budget
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with Kimley-Horn and Associates to provide the consulting services described above and in the Executive Director's memorandum dated February 5, 2016, and the Chief Financial Officer is authorized to set aside funds in the amount of \$308,000 for such amendment, subject to approval of such funds in the FY 2016-17 agency budget.
Operations Committee:	<hr/> Scott Haggerty, Chair
Approved:	Date: February 12, 2016

REQUEST FOR COMMITTEE APPROVAL
Summary of Proposed Consultant Contract Amendment

Work Item No.:	1222
Contractor:	Parsons Brinckerhoff San Francisco, CA
Work Project Title:	511 Regional Ridesharing Program
Purpose of Project:	Form and maintain carpools. Provide 511 outreach & commuter benefits program support.
Brief Scope of Work:	Provide customer outreach and promotions to encourage carpooling. Ensure the existence of effective regional carpool matching services. Present carpooling, vanpooling and employer transportation demand management (TDM) information on 511.org. Provide vanpool services. Conduct program evaluation. Support general 511 awareness and outreach activities. Support the Commuter Benefits Program.
Project Cost:	\$1,805,000 (this amendment) Total Contract before this amendment: \$20,828,796 Total Authorized Contract after this amendment: \$22,633,796
Funding Source:	CMAQ, SAFE, RM2, STP, BATA
Fiscal Impact:	Subject to approval of the MTC FY 2016-17 budget
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with Parsons Brinckerhoff to provide the consulting services described above and in the Executive Director's memorandum dated February 5, 2016, and the Chief Financial Officer is authorized to set aside funds in the amount of \$1,805,000 for such amendment, subject to approval of such funds in the FY 2016-17 agency budget.
Operations Committee:	<hr/> Scott Haggerty, Chair
Approved:	Date: February 12, 2016