



METROPOLITAN  
TRANSPORTATION  
COMMISSION  
SERVICE AUTHORITY  
FOR FREEWAYS  
AND EXPRESSWAYS

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## *Memorandum*

TO: Operations Committee

DATE: June 3, 2016

FR: Executive Director

W.I.: 6031

RE: Contract – Call Box Call Answering Center: CDSNet, LLC. (\$225,000)

### **Summary**

This memorandum requests Committee approval to enter into a three-year contract with CDSNet, LLC (CDS Net), in the amount not to exceed \$225,000 for call box call answering services with the option to extend the contract for three additional years.

### **Background**

Since 1999, MTC SAFE has contracted with a private call answering center to handle call box calls. The private call answering center helps to reduce the call volume into 911 by screening call box calls and only transferring those that are appropriate for California Highway Patrol. The private call answering center also handles calls from 511 Freeway Assist, a program that allows motorists to access call box services from their cell phones.

### **Procurement Process**

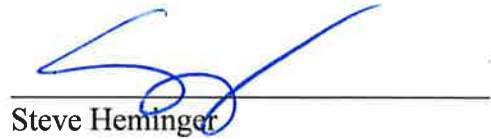
On April 1, 2016, MTC issued a Request for Proposal (RFP) for consultant assistance in the above-described project. An email advertising the availability of the RFP on MTC's website was sent to 59 individuals/firms. MTC received three proposals, which were evaluated by a panel of representatives from MTC, San Luis Obispo Council of Governments (SLOCOG), Transportation Agency for Monterey County (TAMC), and Santa Cruz County Regional Transportation Commission (SCCRTC). The evaluation criteria included: 1) cost (50%); 2) qualifications and references (25%); and 3) work plan (25%). By the closing date, AAMCOM, Faneuil, and CDS Net, and the current contractor submitted proposals.

After a thorough review and scoring of the proposals, the evaluation panel unanimously recommended the selection of the CDS Net as depicted in Attachment A. CDS Net scored the highest in terms of cost. Also, CDS Net's proposal outlined the best overall work plan, and they are well qualified to provide this service.

CDS Net has been the main provider of call box and 511 Freeway Assist call answering services for MTC SAFE since 2010. This firm has numerous years of experience working on various SAFE's call box programs in the State. In addition, the firm only handles calls related to transportation and has call handling experience dealing with roadside emergencies and geographically locating callers. Moreover, the call answering system demonstrated by CDS Net is able to provide various call type reports. CDS Net, is neither a small business nor a disadvantaged business enterprise and currently has no subcontractors.

**Recommendation**

Staff recommends that the Committee authorize the Executive Director or his designated representative to negotiate and enter into a three-year contract with CDS Net in an amount not to exceed \$225,000 to provide call box call answering services, with an option to extend up to an additional three years, subject to approval by this Committee and approval of future SAFE budgets.



Steve Heminger

**Attachment:**

- Attachment A: Call Box Call Answering Center Proposer Scores

SH: st

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**Call Box Call Answering Center  
Proposer Scores**

	<b>Evaluators</b>						<b>Scores</b>	
<b>Proposer</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>Total</b>	<b>Average</b>
Aamcom	89	80	75	74	85	73	476	79
CDS Net	93	85	90	98	100	85	551	92
Faneuil	78	60	90	84	90	62	464	77

<b>Evaluation Panel Average Score</b>			
<b>Evaluation Criteria</b>	<b>AAMCOM</b>	<b>Faneuil</b>	<b>CDS Net</b>
1.) Cost	34	41	43
2.) Qualifications and Past Experience	23	18	25
3.) Work Plan	22	19	24

## REQUEST FOR COMMITTEE APPROVAL

### Summary of Proposed Contract

Work Item No.:	6031
Contractor	CDSNet, LLC Los Angeles, CA
Work Project Title	Call Box Call Answering Center
Purpose of Project:	Implement and operate call box call answering center.
Brief Scope of Work:	Set up and operate call answering center with custom screens and call scripts to handle calls from MTC SAFE's call box system and 511 Freeway Assist.
Project Cost:	\$225,000
Funding Source:	SAFE
Fiscal Impact:	\$75,000 is subject to approval of the FY 2016-17 budget \$75,000 is subject to inclusion in the FY 2017-18 budget \$75,000 is subject to inclusion in the FY 2018-19 budget
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract with CDS Net, LLC to set up and operate a call answering center, as described above and in the Executive Director's memorandum dated June 3, 2016, and the Chief Financial Officer is authorized to set aside \$225,000 in the yearly amounts provided above, with amounts for future fiscal years subject to inclusion in such fiscal years' budgets.
Operations Committee:	<hr/> Scott Haggerty, Chair
Approved:	Date: June 10, 2016