



Board Report

File #: 2015-0842, **File Type:** Contract

Agenda Number: 61.

SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE JULY 16, 2015

SUBJECT: TRANSIT COURT CITATION PROCESSING SERVICES

ACTION: CONTRACT MODIFICATION AUTHORIZATION

RECOMMENDATION

SYSTEM SAFETY, SECURITY AND OPERATIONS RECOMMENDED (3-0) authorizing the Chief Executive Officer to execute contract Modification No. 8 to Contract No, OP24122716 with Xerox State and Local Solutions, Inc to **provide Transit Court Citation Processing Services** to extend the contract for up to three (3) months for the period covering September 1, 2015, through November 30, 2015, for a not-to-exceed amount of \$195,000, thereby increasing the total contract value from \$2,069,692.20 to \$2,264,692.20.

ISSUE

In July 2010, the Board approved the establishment and implementation of an administrative process to resolve certain citations. At that time, the Board approved the ordinance required to create an administrative review process, referred to as the Customer Code of Conduct. The goal of the new system is to improve the Metro customer experience by providing a more direct, easier process for resolving citations received in the Metro system. Metro's approach has been anticipated by the Los Angeles Superior Courts for a number of years, the Court prefers to spend court time addressing other more serious offenses. In February 2012, Metro Transit Court opened its doors and to serve patrons who receive transit and parking citations. The need to execute the recommended contract modification allows sufficient time to complete the current solicitation process and award a new contract for these services.

DISCUSSION

Transit Court staff requires that a contractor provide citation processing services to support Citation Enforcement and Transit Court and the handling of transit and parking citations issued in accordance with the applicable state laws related to each type of citation. The Contractor needs to provide Transit Court staff with a computer information system that allows staff the ability to view citations, customer correspondence, citation records, record payments or dispositions of cases. In addition to installment payment plans, community service and the disposition of fines for Transit School, the contractor is also required to generate notices to transit customers with unpaid citations. In order to

move forward with awarding a new contract and avoid disruption in ticket processing, the recommended contract modification is necessary.

DETERMINATION OF SAFETY IMPACT

Deterring fare evasion and addressing quality of life issues can be labor and cost intensive. The use of deployment strategies for both law enforcement and transit security are crucial in an effort to promote fare compliance as well as the perception of safety for the public and Metro employees with uniform presence throughout the system. Rail stations and bus intersections are selected to conduct fare enforcement operations in both a roving and static operation on a daily basis. As a result, transit related citations will be issued for patrons who do not comply with Metro's Customer Code of Conduct. In addition, daily patrols of parking lots and bus zones are conducted to enhance safety and ease in traffic congestion along busy streets.

FINANCIAL IMPACT

Funding for this service is included in the FY16 budget in cost center 2412, Transit Court, under project number 300111 and task number 01.01 for Professional and Technical Services. Since this is a multi-year contract, the Deputy Executive Officer and cost center manager will be accountable for budgeting the cost in future years, including any options exercised.

ALTERNATIVES CONSIDERED

Staff considered providing services with in-house resources; however, this is not recommended for several reasons. This would require adding FTE's to Metro's workforce and budget. The fixed overhead burden, acquisition of qualified personnel and equipment would be significantly higher than the flexible cost proposed by the service provider.

NEXT STEPS

Upon approval, staff will move forward with the process of awarding a new contract.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - Contract Modification/Change Order Log

Prepared by: Duane Martin, DEO, Project Management, (213) 922-7460

Reviewed by: Duane Martin, DEO, Project Management, (213) 922-7460
Ivan Page, Interim Executive Director, Vendor/Contract Management,
(213) 922-6383



Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

TRANSIT COURT CITATION PROCESSING SERVICES

1.	Contract No.: OP24122716		
2.	Contractor: Xerox State and Local Solutions		
3.	Mod. Work Description: Increase Contract Modification Authority		
4.	Work Description: Citation Processing Services		
5.	The following data is current as of :	June 18, 2015	
6.	Contract Completion Status:		
	Bids Opened	N/A	Financial Status
	Contract Awarded	8/29/11	Contract Award Amount \$1,871,490.00
	NTP	N/A	Total of Modifications approved \$198,202.20
	Orig. Complete Date	6/30/12	Pending Modifications (including this action) \$195,000.00
	Current Est. Complete Date	8/31/15	Current Contract Value (with this action) \$2,264,692.20
7.	Contract Administrator: James Nolan	Telephone Number: (213) 922-7312	
8.	Project Manager: Helen Valenzuela	Telephone Number: (213) 922-6928	

A. Procurement Background

On August 2, 2011, competitively procured Contract No. OP24122716 was awarded to ACS, Inc, a Xerox subsidiary, on a unit price basis for a period of three years for a not-to-exceed amount of \$1,871,490 to provide citation processing services for Metro's Transit Court.

Attachment B shows that seven modifications have been issued to add work.

B. Cost/Price Analysis Explanation of Variances

The contract unit prices have been determined to be fair and reasonable based upon adequate price competition and price analysis at time of award. The contract rates will remain the same.

C. Small Business Participation

The Diversity and Economic Opportunity Department recommended a 9% Small Business Enterprise (SBE) goal for this solicitation. ACS, Inc. made a 9% SBE commitment.

SMALL BUSINESS GOAL	9%	SMALL BUSINESS COMMITMENT	9%
----------------------------	----	----------------------------------	----

	Subcontractor	% Committed
1.	International Word Processing	9%
	Total Commitment	9%

D. Living Wage Service Contract Worker Retention Policy

The Living Wage and Service Contract Worker Retention Policy is not applicable to this modification.

ATTACHMENT B

CONTRACT MODIFICATION/CHANGE ORDER LOG

TRANSIT COURT CITATION PROCESSING SERVICES

Mod no.	Description	Status	Cost
	Original Award	Approved	\$1,871,490.00
1	This was a no-cost extension	Approved	\$0.00
2	Exercised Option 1 to extend term and added Board approved funding	Approved	\$0.00
3	Exercised Option 2 to extend term and added Board approved funding plus \$123,202.20 for new scope.	Approved	\$123,202.20
4	This was a no-cost extension.	Approved	\$0.00
5	Added funding to contract	Approved	\$75,000.00
6	This was a no-cost extension.	Approved	\$0.00
7	This was a no-cost extension.	Approved	\$0.00
8	To extend period of performance through November, 2015 and add funding.	Pending	\$195,000.00
Subtotal – Approved Modifications			\$198,202.20
Subtotal – Pending Changes/Modifications			\$195,000.00
Subtotal Totals: Mods. + Pending Changes/Modifications			\$393,202.20
Previously Authorized CMA			\$187,149.00
CMA Necessary to Execute Pending Changes/Mods + Possible Claims			\$393,202.20
Total CMA including this Action			\$393,202.20
CMA Remaining for Future Changes/Mods after this Action			\$0.00