Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

File #: 2019-0553, **File Type:** Contract **Agenda Number:** 11.

PLANNING AND PROGRAMMING COMMITTEE
SEPTEMBER 18, 2019

SUBJECT: METRO BIKE HUB MANAGEMENT SERVICES CONTRACT EXTENSION

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 6 to Contract No. PS43203266 with Bike Hub to continue management services and optional tasks for Metro Bike Hubs for up to one year in the not-to-exceed amount of $265,836, increasing the total contract value from $575,977 to $841,813.

ISSUE

Management services of Metro Bike Hubs are currently under contract with the company, Bike Hub, through September 30, 2019. Staff has initiated the procurement process for a new operator contract that is anticipated to be finalized in early 2020. The contract extension is needed to ensure continued management services without interruption for Metro Bike Hub locations until the procurement process is completed.

BACKGROUND

The Metro Bike Hub Program provides 24/7, high-capacity bike parking in a secure, monitored, controlled-access environment at key transit stations for a nominal fee. Other services may include bike repair, retail, rental, and education workshops.

Metro Bike Hubs are located at El Monte Transit, Hollywood/Vine, Union Station, and Culver City stations. A future Metro Bike Hub is planned for Willowbrook/Rosa Parks during this extension period.

DISCUSSION

Bike Hub has been the contracted operator of Metro Bike Hubs since 2015. Their scope of services includes tasks related to customer service, account registration, security, facility maintenance, and marketing. These functions are necessary to continue Metro Bike Hub operations and maintain the level of service provided for transit patrons systemwide. This contract extension includes two optional tasks: (1) to provide supplemental staffing resources; and (2) to update existing infrastructure to facilitate walk-up registrations and daily membership options.

On July 1, 2019, Metro issued a Request for Proposal for Bike Hub Operations and Maintenance. Final selection and contract execution are anticipated in early 2020. To accommodate this schedule, staff is proposing to extend the existing contract with Bike Hub to cover the period of operations between when the existing contract expires in September 2019 and when the new contract will be executed in early 2020.

Equity Platform
The contract extension will allow for continued customer service, including conducting an Annual Customer Satisfaction Survey consistent with Metro Equity Platform Pillar II: Listen and Learn.

DETERMINATION OF SAFETY IMPACT

Approval of the Metro Bike Hub Management Services contract extension will improve Metro's safety standards by ensuring the continued operation of secure bike parking facilities.

FINANCIAL IMPACT

Funding of $585,400 is included in the FY20 Budget for Metro Bike Hub operations under Project 308012 (Bike Lockers Support), Cost Center 4320 (Bike Share Planning and Implementation). Since this is a multiyear project, the Cost Center Manager and Chief Planning Officer will be accountable for budgeting the cost in future years.

Impact to Budget

The funding sources are Bike Share Program Revenues and Proposition C 25%, which are not eligible for bus and rail operating and capital expenditures.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

1. Provide high-quality mobility options that enable people to spend less time traveling;
2. Deliver outstanding trip experiences for all users of the transportation system; and
3. Enhance communities and lives through mobility and access to opportunity.

ALTERNATIVES CONSIDERED

The Board could choose not to extend the contract and allow it to expire on September 30, 2019 without replacing the operator. This would discontinue core functions of the Metro Bike Hub program including customer service, regular auditing of the interior bicycle parking area, and responding to door alarm alerts. This would compromise the security of Metro Bike Hub facilities and impact customer experience.

NEXT STEPS

Upon Board approval, staff will execute Modification 6 to Contract No. PS43203266 with Bike Hub.

ATTACHMENTS

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

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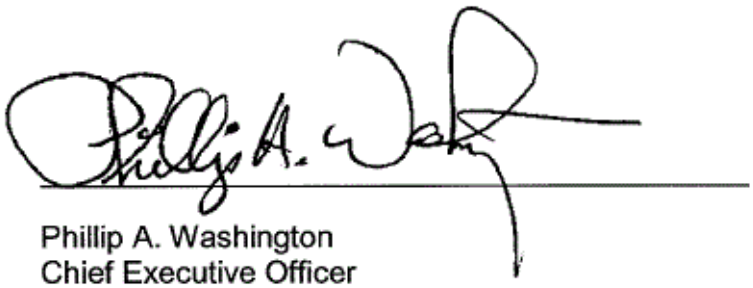

Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

METRO BIKE HUB MANAGEMENT SERVICES/PS43203266

1.	**Contract Number**: PS43203266			
2.	**Contractor**: BikeHub			
3.	**Mod. Work Description**: Continue management services of Metro Bike Hubs for up to one year and optional tasks related to operational efficiencies and an additional location.			
4.	**Contract Work Description**: Operations and management services of Metro Bike Hubs			
5.	**The following data is current as of**: August 13, 2019			
6.	**Contract Completion Status**		**Financial Status**	
	Contract Awarded:	09/15/14	**Contract Award Amount:**	$476,036
	Notice to Proceed (NTP):	11/03/14	**Total of Modifications Approved:**	$99,941
	Original Complete Date:	11/02/17	**Pending Modifications (including this action):**	$265,836
	Current Est. Complete Date:	09/30/19	**Current Contract Value (with this action):**	$841,813
7.	**Contract Administrator**: Lily Lopez		**Telephone Number**: (213) 922-4639	
8.	**Project Manager**: Carolyn Mamaradlo		**Telephone Number**: (213) 922-5529	

A. Procurement Background

This Board Action is to approve Contract Modification No. 6 issued to continue management services of Metro Bike Hubs for up to one year and optional tasks related to operational efficiencies and an additional location.

This Contract Modification was processed in accordance with Metro's Acquisition Policy and the contract type is firm fixed price. All other terms and conditions remain in effect.

On September 15, 2014, Metro approved award of a three-year, firm fixed price Contract No. PS43203266 to BikeHub (formerly Alameda Bicycle, Inc.) in the amount of $476,036 to provide management services to support the operations of secure-access group bicycle parking facilities at three Metro locations, inclusive of two one-year options.

Refer to Attachment B – Contract Modification/Change Order Log for modifications issued to date.

B. Cost Analysis

The recommended price has been determined to be fair and reasonable based upon an independent cost estimate, cost analysis, and the technical analysis.

The proposed level of effort and associated costs are sufficient to deliver the supplemental scope of work. Metro anticipates authorizing an optional task, if additional staffing is needed, at attended locations (including, but not limited to Culver City, Hollywood/Vine, and Willowbrook/Rosa Parks). Metro also anticipates authorizing another optional task to implement walk-up registrations and short-term usage before the end of the calendar year.

Metro staff successfully negotiated a cost savings of $30,219 by reducing the duplication of efforts and clarifying the intent of the supplemental scope of work.

Proposal Amount	Metro ICE	Negotiated Amount
$296,055	$272,729	$265,836

ATTACHMENT B

CONTRACT MODIFICATION/CHANGE ORDER LOG

METRO BIKE HUB MANAGEMENT SERVICES/PS43203266

Mod. No.	Description	Status (approved or pending)	Date	$ Amount
1	Exercise option year 1	Approved	01/16/16	$0
2	Exercise option year 2	Approved	03/07/17	$0
3	Extend period of performance (POP) through 9/21/18.	Approved	01/03/18	$0
4	Change the operational services at the El Monte Metro Bike Hub to automated self-serve with conducting weekly audits and commissioning the start-up/operations of the Culver City bike hub location and POP extension through 7/22/19.	Approved	09/19/18	$99,941
5	Extend POP through 9/30/19.	Approved	02/04/19	$0
6	Continue management services of Metro Bike Hubs for up to one year and optional tasks related to operational efficiencies and an additional location.	Pending	Pending	**$265,836**
	Modification Total:			**$365,777**
	Original Contract:		09/15/14	**$476,036**
	Total:			**$841,813**

DEOD SUMMARY

METRO BIKE HUB MANAGEMENT SERVICES/PS43203266

A. Small Business Participation

BikeHub, a Small Business Enterprise (SBE) Prime, made a 95.71% SBE commitment. The project is 96% complete. BikeHub is currently exceeding their commitment with an SBE participation of 98.30%.

Small Business Commitment	95.71% SBE	Small Business Participation	98.30% SBE

	SBE Firm	% Committed	Current Participation[1]
1.	BikeHub (SBE Prime)	95.71%	98.30%
	Total	**95.71%**	**98.30%**

[1]Current Participation = Total Actual amount Paid-to-Date to SBE firms ÷Total Actual Amount Paid-to-date to Prime.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. Project Labor Agreement/Construction Careers Policy is applicable only to construction contracts that have a construction contract value in excess of $2.5 million.