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**Agenda - Final**

**Thursday, January 27, 2022**

**10:00 AM**

To give written or live public comment, please see the top of page 4

## **LA SAFE**

*Hilda L. Solis, Chair*

*Ara Najarian, 1st Vice Chair*

*Jacquelyn Dupont-Walker, 2nd Vice Chair*

*Kathryn Barger*

*Mike Bonin*

*James Butts*

*Fernando Dutra*

*Eric Garcetti*

*Janice Hahn*

*Paul Krekorian*

*Sheila Kuehl*

*Holly Mitchell*

*Tim Sandoval*

*Tony Tavares, non-voting member*

*Stephanie Wiggins, Chief Executive Officer*

**METROPOLITAN TRANSPORTATION AUTHORITY BOARD RULES**  
(ALSO APPLIES TO BOARD COMMITTEES)

**PUBLIC INPUT**

A member of the public may address the Board on agenda items, before or during the Board or Committee's consideration of the item for one (1) minute per item, or at the discretion of the Chair. A request to address the Board must be submitted electronically using the tablets available in the Board Room lobby. Individuals requesting to speak will be allowed to speak for a total of three (3) minutes per meeting on agenda items in one minute increments per item. For individuals requiring translation service, time allowed will be doubled. The Board shall reserve the right to limit redundant or repetitive comment.

The public may also address the Board on non agenda items within the subject matter jurisdiction of the Board during the public comment period, which will be held at the beginning and/or end of each meeting. Each person will be allowed to speak for one (1) minute during this Public Comment period or at the discretion of the Chair. Speakers will be called according to the order in which their requests are submitted. Elected officials, not their staff or deputies, may be called out of order and prior to the Board's consideration of the relevant item.

Notwithstanding the foregoing, and in accordance with the Brown Act, this agenda does not provide an opportunity for members of the public to address the Board on any Consent Calendar agenda item that has already been considered by a Committee, composed exclusively of members of the Board, at a public meeting wherein all interested members of the public were afforded the opportunity to address the Committee on the item, before or during the Committee's consideration of the item, and which has not been substantially changed since the Committee heard the item.

In accordance with State Law (Brown Act), all matters to be acted on by the MTA Board must be posted at least 72 hours prior to the Board meeting. In case of emergency, or when a subject matter arises subsequent to the posting of the agenda, upon making certain findings, the Board may act on an item that is not on the posted agenda.

**CONDUCT IN THE BOARD ROOM** - The following rules pertain to conduct at Metropolitan Transportation Authority meetings:

**REMOVAL FROM THE BOARD ROOM** The Chair shall order removed from the Board Room any person who commits the following acts with respect to any meeting of the MTA Board:

- a. Disorderly behavior toward the Board or any member of the staff thereof, tending to interrupt the due and orderly course of said meeting.
- b. A breach of the peace, boisterous conduct or violent disturbance, tending to interrupt the due and orderly course of said meeting.
- c. Disobedience of any lawful order of the Chair, which shall include an order to be seated or to refrain from addressing the Board; and
- d. Any other unlawful interference with the due and orderly course of said meeting.

**INFORMATION RELATING TO AGENDAS AND ACTIONS OF THE BOARD**

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## DISCLOSURE OF CONTRIBUTIONS

The State Political Reform Act (Government Code Section 84308) requires that a party to a proceeding before an agency involving a license, permit, or other entitlement for use, including all contracts (other than competitively bid, labor, or personal employment contracts), shall disclose on the record of the proceeding any contributions in an amount of more than \$250 made within the preceding 12 months by the party, or his or her agent, to any officer of the agency, additionally PUC Code Sec. 130051.20 requires that no member accept a contribution of over ten dollars (\$10) in value or amount from a construction company, engineering firm, consultant, legal firm, or any company, vendor, or business entity that has contracted with the authority in the preceding four years. Persons required to make this disclosure shall do so by filling out a "Disclosure of Contribution" form which is available at the LACMTA Board and Committee Meetings. Failure to comply with this requirement may result in the assessment of civil or criminal penalties.

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**323.466.3876**

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x3 *中文 (Chinese)*

x4 *한국어 (Korean)*

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Internet Access to Agendas - [www.metro.net](http://www.metro.net)

TDD line (800) 252-9040

**NOTE: ACTION MAY BE TAKEN ON ANY ITEM IDENTIFIED ON THE AGENDA**

**Live Public Comment Instructions:**

Live public comment can only be given by telephone.

The LA SAFE Meeting begins at 10:00 AM Pacific Time on January 27, 2022; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 888-251-2949 and enter  
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***Public comment will be taken as the Board takes up each item. To give public comment on an item, enter #2 (pound-two) when prompted. Please note that the live video feed lags about 30 seconds behind the actual meeting. There is no lag on the public comment dial-in line.***

**Instrucciones para comentarios publicos en vivo:**

Los comentarios publicos en vivo solo se pueden dar por telefono.

La Reunion de la Junta LA SAFE comienza a las 10:00 AM, hora del Pacifico, el 27 de Enero de 2022. Puedes unirme a la llamada 5 minutos antes del comienso de la junta.

Marque: 888-251-2949 y ingrese el codigo  
Codigo de acceso en ingles: 8231160#  
Codigo de acceso en espanol: 4544724#

***Los comentarios del público se tomara cuando se toma cada tema. Para dar un comentario público sobre una tema ingrese # 2 (Tecla de numero y dos) cuando se le solicite. Tenga en cuenta que la transmisión de video en vivo se retrasa unos 30 segundos con respecto a la reunión real. No hay retraso en la línea de acceso telefónico para comentarios públicos.***

**Written Public Comment Instruction:**

Written public comments must be received by 5PM the day before the meeting.  
Please include the Item # in your comment and your position of "FOR," "AGAINST," "GENERAL COMMENT," or "ITEM NEEDS MORE CONSIDERATION."

Email: BoardClerk@metro.net

Post Office Mail:

Board Administration

One Gateway Plaza

MS: 99-3-1

Los Angeles, CA 90012

**CALL TO ORDER****ROLL CALL**

1. **SUBJECT: MINUTES OF THE LA SAFE BOARD MEETING** [2022-0030](#)

**RECOMMENDATION**

APPROVE Minutes of the LA SAFE Board Meeting held September 24, 2020 and June 24, 2021.

**Attachments:** [LA SAFE Minutes - September 24, 2020](#)  
[LA SAFE MINUTES - June 24, 2021](#)

2. **SUBJECT: SOUTHERN CALIFORNIA 511 INTERACTIVE VOICE RESPONSE SERVICE** [2021-0716](#)

**RECOMMENDATIONS**

AUTHORIZE the Chief Executive Officer (CEO) to:

- A. AWARD a four-year, firm fixed price, Contract No. PS79419000, to IBI Group Inc., in an amount not-to-exceed \$3,204,875.80 for the enhancement, deployment and operation of the Southern California 511 (SoCal 511) Interactive Voice Response (IVR) services, effective on March 1, 2022, subject to the resolution of properly submitted protest(s), if any; and
- B. APPROVE and DELEGATE Contract Modification Authority (CMA) in the amount of \$1,000,000 (31.2%) specific to Contract No. PS79419000 and authorize staff to negotiate and execute modifications for Contract No. PS79419000 to support unforeseen issues that may arise during the term of the Contract.

**Attachments:** [Attachment A - Procurement Summary](#)  
[Attachment B - DEOD Summary](#)

- SUBJECT: GENERAL PUBLIC COMMENT** [2022-0031](#)

RECEIVE General Public Comment

**Adjournment**

Consideration of items not on the posted agenda, including: items to be presented and (if requested) referred to staff; items to be placed on the agenda for action at a future meeting of the Committee or Board; and/or items requiring immediate action because of an emergency situation or where the need to take immediate action came to the attention of the Committee subsequent to the posting of the agenda.



Metro

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

## Board Report

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**File #:** 2022-0030, **File Type:** Minutes

**Agenda Number:** 1.

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**LA SAFE BOARD MEETING  
JANUARY 27, 2022**

**SUBJECT: MINUTES OF THE LA SAFE BOARD MEETING**

**ACTION: APPROVE MINUTES**

**RECOMMENDATION**

APPROVE Minutes of the LA SAFE Board Meeting held September 24, 2020 and June 24, 2021.



## **MINUTES**

**Thursday, June 24, 2021**

**10:00 AM**

### **LA SAFE**

**DIRECTORS PRESENT:**

**Eric Garcetti, Chair**  
**Hilda L. Solis, 1st Vice Chair**  
**Ara Najarian, 2nd Vice Chair**  
**Kathryn Barger**  
**Mike Bonin**  
**James Butts**  
**Jacquelyn Dupont-Walker**  
**Fernando Dutra**  
**Janice Hahn**  
**Sheila Kuehl**  
**Holly Mitchell**  
**Tim Sandoval**  
**Gloria Roberts, non-voting member**  
**Stephanie Wiggins, Chief Executive Officer**

**CALLED TO ORDER: 10:00 A.M.**

**ROLL CALL**

1. **WITHDRAWN: SUBJECT: MINUTES OF THE LA SAFE BOARD MEETING** 2021-0393

~~APPROVE Minutes of the LA SAFE Board Meeting held June 25, 2020.~~

2. **SUBJECT: LA SAFE FISCAL YEAR BUDGET** 2021-0252

ADOPTED the Fiscal Year 2021-2022 (FY22) budget in the amount of \$8,389,726 for the operation and administration of the Los Angeles County Service Authority for Freeway Emergencies (LA SAFE). This budget amount includes the annual funding allocation for the agreement with the Public Transportation Services Corporation (PTSC) for direct labor and administrative support services in the amount of \$2,315,726.

TS	HM	FD	JDW	MB	EG	HS	AN	KB	JB	PK	JH	SK
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	A	Y	Y

3. **SUBJECT: KENNETH HAHN CALL BOX SYSTEM UPGRADE** 2021-0105

AUTHORIZED the Chief Executive Officer to execute Modification No. 3 to Contract No. PS14SAFE005 with CASE Systems, Inc. (CASE) to perform required upgrades of the operational and inventoried call boxes in the Kenneth Hahn Call Box System in an amount not to exceed \$1,051,238.74 increasing the Total Contract Value from \$10,219,598.00 to \$11,270,836.74.

TS	HM	FD	JDW	MB	EG	HS	AN	KB	JB	PK	JH	SK
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	A	Y	Y

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KB = K. Barger	MB = M. Bonin	JB = J. Butts	JDW = J. Dupont-Walker
FD = F. Dutra	EG = E. Garcetti	JH = J. Hahn	PK = P. Krekorian
SK = S. Kuehl	HM = H. Mitchell	AN = A. Najarian	TS = T. Sandoval
HS = H. Solis			

LEGEND: Y = YES, N = NO, C = CONFLICT, ABS = ABSTAIN, A = ABSENT, P = PRESENT



**4. SUBJECT: SOUTHERN CALIFORNIA AND INLAND EMPIRE 511 AGREEMENT**

2021-0374

AUTHORIZED the Chief Executive Officer to execute an Agreement with Riverside County Transportation Commission (RCTC) and San Bernardino County Transportation Authority (SBCTA), upon and after their respective authorizations, to enable LA SAFE to integrate the Inland Empire 511 system (IE 511) into Southern California 511 (SoCal 511) and provide traveler information services for their counties, for which RCTC and SBCTA will provide funding in the amount of \$1,308,885 inclusive of integration and four (4) years of operating costs.

TS	HM	FD	JDW	MB	EG	HS	AN	KB	JB	PK	JH	SK
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	A	Y	Y

**ADJOURNED AT 10:10 A.M. IN MEMORY OF BUFORD RICE "SONNY" WALKER.**

Prepared by: Mandy Cheung  
Administrative Analyst, Board Administration



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Collette Langston, Board Clerk

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Virtual Online Meeting

## **MINUTES**

**Thursday, September 24, 2020**

**10:00 AM**

### **LA SAFE**

**DIRECTORS PRESENT:**

**Eric Garcetti, Chair  
Hilda L. Solis, 1st Vice Chair  
Ara Najarian, 2nd Vice Chair  
Kathryn Barger  
Mike Bonin  
James Butts  
Jacquelyn Dupont-Walker  
John Fasana  
Robert Garcia  
Sheila Kuehl  
John Bulinski, non-voting member**

**Phillip A. Washington, Chief Executive Officer**

**CALLED TO ORDER: 10:00 A.M.**

**ROLL CALL**

**1. SUBJECT: MINUTES OF THE LA SAFE BOARD MEETING 2019-0536**

APPROVED Minutes of the LA SAFE Board Meeting held June 27, 2019.

KB	MRT	JF	JDW	MB	EG	HS	AN	RG	JB	PK	JH	SK
Y	A	Y	Y	Y	Y	Y	Y	Y	Y	A	A	Y

**2. SUBJECT: MINUTES OF THE LA SAFE BOARD MEETING 2020-0520**

APPROVED Minutes of the LA SAFE Board Meeting held June 25, 2020.

KB	MRT	JF	JDW	MB	EG	HS	AN	RG	JB	PK	JH	SK
Y	A	Y	Y	Y	Y	Y	Y	Y	Y	A	A	Y

**3. SUBJECT: LA SAFE FISCAL YEAR BUDGET 2020-0564**

ADOPTED the Fiscal Year 2020-2021 (FY21) budget in the amount of \$7,436,043 for the operation and administration of the Los Angeles County Service Authority for Freeway Emergencies (LA SAFE).

This budget amount includes the annual funding allocation for the agreement with the Public Transportation Services Corporation (PTSC) for direct labor and administrative support services in the amount of \$1,303,543.

KB	MRT	JF	JDW	MB	EG	HS	AN	RG	JB	PK	JH	SK
Y	A	Y	Y	Y	Y	Y	Y	Y	Y	A	A	Y

**ADJOURNED AT 10:05 A.M.**

Prepared by: Mandy Cheung  
Administrative Analyst, Board Administration

  
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 Collette Langston, Board Clerk

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PK = P. Krekorian	HS = H. Solis	KB = K. Barger	RG = R. Garcia
JF = J. Fasana	JB = J. Butts	JDW = J. Dupont-Walker	
JH = J. Hahn	EG = E. Garcetti	MRT = M. Ridley-Thomas	
MB = M. Bonin	SK = S. Kuehl	AN = A. Najarian	

LEGEND: Y = YES, N = NO, C = HARD CONFLICT, S = SOFT CONFLICT ABS = ABSTAIN, A = ABSENT, P = PRESENT



# Metro

## Board Report

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

File #: 2021-0716, File Type: Contract

Agenda Number: 2.

### LA SAFE BOARD MEETING JANUARY 27, 2022

**SUBJECT: SOUTHERN CALIFORNIA 511 INTERACTIVE VOICE RESPONSE SERVICE**

**ACTION: APPROVE RECOMMENDATIONS**

#### **RECOMMENDATIONS**

AUTHORIZE the Chief Executive Officer (CEO) to:

- A. AWARD a four-year, firm fixed price, Contract No. PS79419000, to IBI Group Inc., in an amount not-to-exceed \$3,204,875.80 for the enhancement, deployment and operation of the Southern California 511 (SoCal 511) Interactive Voice Response (IVR) services, effective on March 1, 2022, subject to the resolution of properly submitted protest(s), if any; and
- B. APPROVE and DELEGATE Contract Modification Authority (CMA) in the amount of \$1,000,000 (31.2%) specific to Contract No. PS79419000 and authorize staff to negotiate and execute modifications for Contract No. PS79419000 to support unforeseen issues that may arise during the term of the Contract.

#### **ISSUE**

The contract for the current IVR for the SoCal 511 system is scheduled to expire in February 2022. The IVR is a core component of the overall SoCal 511 system and enables users to dial 5-1-1 on their phone to request traveler information or motorist assistance. A successor contract is required to ensure that SoCal 511 is able to continue to provide traveler information services through the IVR.

#### **BACKGROUND**

In July 2000, the Federal Communications Commission designated 511 as the national traveler information number. The purpose of 511 is to provide travelers with easy access to a variety of transportation related information. In 2005, the Federal government enacted the Federal Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), which contained a mandate to deploy 511 systems nationwide.

In response, LA SAFE partnered with the Los Angeles County Metropolitan Transportation Authority (Metro), Orange County Transportation Authority (OCTA), Ventura County Transportation Commission (VCTC), California Highway Patrol (CHP) and the California Department of Transportation (Caltrans) to develop and deploy the SoCal 511 Traveler Information system. The

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current SoCal 511 IVR contract has been in place since July 2016 and the IVR has responded to over 4 million requests. The IVR has been improved to include the addition of real-time transit information and the deployment of Spanish language services to its offerings. In addition to providing traveler information services, the IVR provides mobile call box support by allowing motorists to dial 5-1-1 and request motorist assistance consistent with the services provided at roadside call boxes.

## **DISCUSSION**

### SoCal 511 IVR Services

The recommended contractor, IBI Group, Inc., supports sixteen (16) 511 IVR systems in North America, these include New York, Massachusetts, Arizona, Kern County, Florida, Georgia, Yukon, Alberta, Ontario, and Los Angeles. Under the new IVR contract, IBI will provide and manage their latest hosted IVR service to LA SAFE in support of SoCal 511. The IVR will provide services to not only Los Angeles, Orange and Ventura counties but will also expand services to include Riverside and San Bernardino counties.

The award of this contract will ensure that LA SAFE is able to provide the SoCal 511 IVR in a seamless manner to all partners and users. The next IVR will utilize current and expandable technologies and has the ability to automatically scale the size of its service to accommodate growth. The new IVR will be more agile, responsive, user-friendly, and easier to maintain.

Some specific improvements to be realized with the new IVR include:

- Integration of Inland Empire 511 services (Riverside and San Bernardino counties) into the SoCal 511;
- Improved user experience with the deployment of the latest natural speech language engine to ensure a more natural versus robotic service;
- Improved performance with the deployment of the latest speech recognition platform to reduce the number of errors given in both Spanish and English;
- Improved alert and emergency management capabilities to enable the system to support any manmade or natural emergencies/disasters;
- The ability to adjust the monthly rate on a quarterly basis dependent upon usage trends;

LA SAFE has worked with and will continue to work with partner agencies in the development, deployment, management, and operation of the new SoCal 511 IVR system. Partner agencies consist of Metro, Caltrans, CHP, OCTA, VCTC, RCTC and SBCTA.

Additionally, this contract award has an SBE goal of 22% and a DBVE goal of 3% for a total goal of 25%.

### Contract Modification Authority

The increase of the delegated CMA from \$500,000 to \$1,000,000 is requested to enable staff to respond to new and unforeseen developments during the term of this contract. Prior experiences with

the operation of the SoCal 511 program demonstrate that over the course of the term of the contract any number of issues may arise such as contract extensions, deployment of additional (Spanish) language services, integration of the Inland Empire 511, improvements to flow of information and interactions with callers, deployment of new data sources such as new transit arrival predictions from agencies not currently supported within SoCal 511 and/or other new traveler and transportation information such as bikeshare. The availability of the increased CMA in prior contracts enabled SoCal 511 to address such issues more efficiently. The CMA for this contract will enable agile development and integration of new incident management and integrated corridor management advance traveler information practices, additional languages, services to support the upcoming 2028 Olympics as well as other regional special events and an improved ability to provide support for regional emergencies.

### **DETERMINATION OF SAFETY IMPACT**

A critical role of effectively managing freeway incidents is the prompt and accurate dissemination of information to the public. This action will enable SoCal 511 to improve its operations and provide enhanced and more actionable information to the public thereby reducing congestion and associated safety impacts.

### **FINANCIAL IMPACT**

Funding in the amount of \$525,000 in cost center 3351, project 300209, has been included in SAFE's FY22 budget from dedicated State funding for SAFE.

Please note that this new contract term not-to-exceed amount reflects a 21% cost savings when compared to the existing contract. This is mainly due to the competitive bidding process, updated contract terms, advancements in technologies and shared development costs with other 511 systems throughout the contractor's other properties.

Since this is a multi-year contract, the cost center Manager and Deputy Chief of Operations for Shared Mobility (Acting) will be responsible for budgeting funds in future years.

### **Impact to Budget**

The funding source for this project comes from dedicated State funding for SAFE, which is not eligible for bus & rail operations and capital projects.

### **EQUITY PLATFORM**

The SoCal 511 program is a congestion mitigation program that assists commuters and the general traveling public with their traveling needs. This program helps travelers navigate the SoCal region in an expeditious and cost-effective way. Since this is a true regional program, this service helps less serviced communities who have less transit access, active transportation services and less funds available for these services within the five different counties.

Additionally, this contract award has a requirement for the contractor to achieve an SBE goal of 22% and a DBVE goal of 3% for a total goal of 25%. Currently this service is offered in Spanish and

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English. However, we are exploring additional languages to bridge the gap with other marginalized communities by working with other 511 programs across the country that have implemented different languages, such as the Bay Area which has Cantonese as an added language. The goal of identifying languages spoken by communities within the project area of the five counties can expand the reach of the SoCal 511 program to non-English speaking communities.

**IMPLEMENTATION OF STRATEGIC PLAN GOALS**

SoCal 511 Interactive Voice Response Services aligns with Strategic **Goal 1: Provide high quality mobility options that enable people to spend less time traveling.**

**ALTERNATIVES CONSIDERED**

The Board may elect not to approve these recommendations. This option is not recommended as it would result in a gap in service.

**NEXT STEPS**

Upon approval by the Board, staff will execute Contract No. PS79419000 with IBI Group, Inc. to begin development and implementation of the new Southern California 511 (511) Interactive Voice Response (IVR) services.

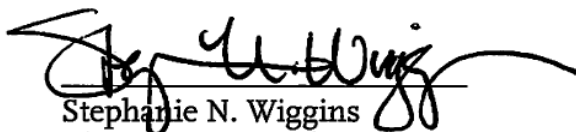
**ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Iain Fairweather, Sr. Manager, Los Angeles County Service  
Authority for Freeway Emergencies, (213) 418-3377  
Kenneth Coleman, DEO, Highway Operations/Shared Mobility, (213) 922-2951

Reviewed by: Debra Avila, Deputy Chief Vendor/Contract Management Officer,  
(213) 418 3051  
Shahrazad Amiri, Acting Deputy Chief Operations Officer, Shared Mobility (213) 922-3061  
Conan Cheung, Acting Chief Operations Officer, Bus (213) 418-3034



Stephanie N. Wiggins  
Chief Executive Officer

## PROCUREMENT SUMMARY

### SO CAL 511 INTERACTIVE VOICE RESPONSE SERVICES PS79419000

1.	<b>Contract Number: PS79419000</b>	
2.	<b>Recommended Vendor:</b> IBI Group, Inc.	
3.	<b>Type of Procurement (check one):</b> <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates:</b>	
	<b>A. Issued:</b> August 23, 2021	
	<b>B. Advertised/Publicized:</b> August 24, 2021	
	<b>C. Pre-Proposal Conference:</b> September 8, 2021	
	<b>D. Proposals Due:</b> September 28, 2021	
	<b>E. Pre-Qualification Completed:</b> November 17, 2021	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> October 8, 2021	
	<b>G. Protest Period End Date:</b> January 27, 2022	
5.	<b>Solicitations Picked up/Downloaded:</b> 38	<b>Proposals Received:</b> 3
6.	<b>Contract Administrator:</b> DeValory Donahue	<b>Telephone Number:</b> 213-922-4726
7.	<b>Project Manager:</b> Iain Fairweather	<b>Telephone Number:</b> 213-418-3377

#### **A. Procurement Background**

This Board Action is to approve the award of Contract No. PS79419000 issued to IBI Group, Inc. in support of the Southern California 511 Interactive Voice Response Services. Board approval of a contract award is subject to the resolution of any properly submitted protest(s).

On August 23, 2021, LA SAFE Request for Proposal (RFP) No. PS79419 was issued in accordance with the LA SAFE Acquisition Policy. The RFP was issued with an SBE goal of 22% and a DVBE goal of 3%. The contract type is a firm fixed price.

Three (3) amendments were issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on August 30, 2021, added a goal requirement for SBE/DVBE and the updated SBE/DVBE manual.
- Amendment No. 2 issued on September 15, 2021, added Exhibits 1 through 13 and the Form 60 in the Excel format.
- Amendment No. 3 issued on September 22, 2021, added updated SBE/DVBE Forms.

A virtual pre-proposal conference was held on September 8, 2021 and was attended by participants representing 16 companies. There were 16 questions asked and responses were released prior to the proposal due date.

A total of 38 firms downloaded the RFP and were included in the planholders' list. A total of 3 proposals were received on the due date of September 28, 2021.



## **B. Evaluation of Proposals**

A Proposal Evaluation Team (PET), consisting of staff from LA SAFE Highway Programs was convened and conducted a technical evaluation of the proposals received.

The proposals were evaluated based on the following evaluation criteria and weights:

- Proposed Management Plan, Work Plan Approach and Schedule 60 percent
- Experience, Qualification, and Past Performance 15 percent
- Cost Proposal 25 percent

The evaluation criteria are appropriate and consistent with criteria developed for other, similar service procurements. Several factors were considered when developing these weights, giving the greatest importance to the proposed management plan, work plan approach, and schedule.

From October 4, 2021 through October 22, 2021, the PET completed its independent evaluation of the proposals. The three (3) firms that submitted a proposal are listed below in alphabetical order:

1. Axiom xCell, Inc.
2. IBI Group, Inc.
3. Presidio Network Solutions Group, LLC

### **Qualifications Summary of Recommended Firm**

#### **IBI Group, Inc.**

IBI Group, Inc. is an established partner and current Contractor with LA SAFE supporting the Southern California 511 Interactive Voice Response System (IVR). Their proposal demonstrated extensive knowledge of and the ability to prepare plans and enhancements to the current IVR with a focused and thorough effort. The Project Director and Project Manager have combined experience totaling 40 years in software and systems engineering including 13 years on LA SAFE projects. In addition to managing Southern California, they manage 511 systems in several major markets across the United States and Canada.

**Following is a summary of the PET evaluation scores:**

	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
	<b>IBI Group, Inc.</b>				
1	Proposed Management Plan, Work Plan Approach and Schedule	84.00	60.00%	50.40	
2	Experience, Qualification, and Past Performance	91.20	15.00%	13.68	
3	Cost Proposal	100.00	25.00%	25.00	
4	<b>Total</b>		<b>100.00%</b>	<b>89.08</b>	<b>1</b>

	<b>Axiom xCell, Inc.</b>				
5	Proposed Management Plan, Work Plan Approach and Schedule	69.87	60.00%	41.92	
6	Experience, Qualification, and Past Performance	82.40	15.00%	12.36	
7	Cost Proposal	72.92	25.00%	18.23	
8	<b>Total</b>		<b>100.00%</b>	<b>72.51</b>	<b>2</b>
	<b>Presidio Network Solutions Group, LLC</b>				
9	Proposed Management Plan, Work Plan Approach and Schedule	45.33	60.00%	27.20	
10	Experience, Qualification, and Past Performance	46.80	15.00%	7.02	
11	Cost Proposal	24.87	25.00%	6.21	
12	<b>Total</b>		<b>100.00%</b>	<b>40.43</b>	<b>3</b>

### C. Price Analysis

The recommended price has been determined to be fair and reasonable based upon an independent cost estimate (ICE), adequate price competition, technical evaluation, fact finding, and negotiations.

	<b>Proposer Name</b>	<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>Award Amount</b>
1.	IBI Group, Inc.	\$2,913,037.00	\$4,035,330.42	\$3,204,875.80
2.	Axiom xCell, Inc.	\$3,994,870.06		
3.	Presidio Network Solutions Group, LLC	\$11,710,111.67		

Staff negotiated and included an additional six months of operations and maintenance on the current IVR system while IBI transition to the new IVR system in order to avoid any lapse in service. This resulted in an increase from the original proposal amount to the award amount. Additionally, the difference between LA SAFE's ICE and the final award amount is the result of IBI proposing minimal upfront development costs. The ICE includes approximately \$850k for development costs, the majority of which was not required, nor is included in the award amount to the incumbent, IBI. In addition, the ICE included a higher operating cost than what was realized in the award amount. Staff secured IBI's commitment to transition the SoCal 511 IVR services to their new platform and ensure IBI will meet all statement of work requirements.

### D. Background on Proposed Contractor

#### IBI Group, Incorporated

IBI Group, Inc has been in business since 1974 and has played a significant role in the development of the LA SAFE Southern California 511 Interactive Voice Response System

(IVR). IBI installed the first 2 versions of the 511 system and has developed enhancements that will establish Next Generation Level 511 service. They have demonstrated that they are and remain the partner to provide LA SAFE with a mature, operational 511 IVR system.

## DEOD SUMMARY

**SOUTHERN CALIFORNIA 511 INTERACTIVE VOICE RESPONSE SERVICE  
PS79419000**

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established a 22% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. IBI Group, Inc. met the goal by making a 22.01% SBE and 3% DVBE commitment.

<b>Small Business Goal</b>	<b>22% SBE 3% DVBE</b>	<b>Small Business Commitment</b>	<b>22.01% SBE 3% DVBE</b>
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	<b>SBE Subcontractors</b>	<b>% Committed</b>
1.	Interbase Corporation	14.82%
2.	The Glue LLC	7.19%
	<b>Total SBE Commitment</b>	<b>22.01%</b>

	<b>DVBE Subcontractors</b>	<b>% Committed</b>
1.	Continental Interpreting Services, Inc.	3%
	<b>Total DVBE Commitment</b>	<b>3%</b>

**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.