

PROCUREMENT SUMMARY

LOW INCOME FARE IS EASY (LIFE) PROGRAM
ADMINISTRATOR SERVICES / PS121478000

1.	Contract Number: PS121478000 (Northwest, Southwest, & Southeast Regions)	
2.	Recommended Vendor: International Institute of Los Angeles	
3.	Type of Procurement (check one): <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.	Procurement Dates:	
	A. Issued: April 15, 2024	
	B. Advertised/Publicized: April 15, 2024	
	C. Pre-Proposal Conference: April 24, 2024	
	D. Proposals Due: June 14, 2024	
	E. Pre-Qualification Completed: September 30, 2024	
	F. Conflict of Interest Form Submitted to Ethics: June 25, 2024	
	G. Protest Period End Date: November 27, 2024	
5.	Solicitations Downloaded: 30	Bids/Proposals Received: 2 - Northwest Region 2 - Southwest Region 1 - Southeast Region
6.	Contract Administrator: Ernesto N. De Guzman	Telephone Number: (213) 922-7267
7.	Project Manager: Michael Cortez	Telephone Number: (213)-418-3423

A. Procurement Background

This Board Action is to approve the award of Contract No. PS121478000 to provide program administrator services for the Metro Low Income Fare is Easy (LIFE) Program for the Northwest, Southwest, and Southeast Los Angeles regions. Board approval of contract awards is subject to resolution of any properly submitted protest(s), if any.

On April 15, 2024, Request for Proposals (RFP) No. PS121478 was released as a competitive procurement in accordance with Metro’s Acquisition Policy and the contract type is firm fixed price. The Diversity and Economic Opportunity Department did not recommend a Small Business Enterprise (SBE) or a Disabled Veteran Business Enterprise (DVBE) goal for this procurement due to the lack of subcontracting opportunities.

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

- Amendment No. 1, issued on April 16, 2024, removed the “DRAFT” watermarks that were inadvertently included in the solicitation documents.
- Amendment No. 2, issued on May 8, 2024, clarified the number of regions for which proposers may submit proposals.
- Amendment No. 3, issued on May 22, 2024, extended the Proposal due date to June 14, 2024.

A total of 30 downloads of the RFP were included in the plan holder's list. A virtual pre-proposal conference was held on April 24, 2024 and was attended by two participants representing one firm. Six questions were received during the questions and answers phase and responses were provided prior to the proposal due date.

On June 14, 2024, Metro received a total of 5 proposals from the firms listed below, in alphabetical order by region:

Northwest Region

1. AV Transportation Services
2. International Institute of Los Angeles

Southwest Region

1. International Institute of Los Angeles
2. South Los Angeles Community Development and Empowerment Corporation (SLACDEC)

Southeast Region

1. International Institute of Los Angeles

Fly Like an Eagle Outreach, Inc. was deemed non-responsive as its proposal did not address the specific submittal requirements.

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from Metro's Office of Equity and Race, Office of Management and Budget, TAP Technical Systems, and Customer Experience departments was convened and conducted a comprehensive technical evaluation of the proposals received.

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

- Qualifications of Firm 30%
- Demonstrated Understanding of the Requirements of the Statement of Work 40%
- Cost Proposal 30%

Several factors were considered when developing these weights, giving the greatest importance to demonstrated understanding of the requirements of the statement of work.

During the period of July 8, 2024 through September 23, 2024, the PET independently evaluated and scored the technical proposals. In August 2024, staff conducted discussions and requested clarifications from all 3 proposers. Based on the proposal evaluations and clarifications, the PET determined that International Institute of Los Angeles was the top ranked firm for the Northwest, Southwest and Southeast regions.

The following is the summary of the PET scores:

Northwest Region

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	International Institute of Los Angeles (IILA)				
3	Qualifications of Firm	95.83	30.00%	28.75	
4	Demonstrated Understanding of the Statement of Work	90.00	40.00%	36.00	
5	Cost Proposal	100.00	30.00%	30.00	
6	Total		100.00%	94.75	1
7	AV Transportation Services				
8	Qualifications of Firm	45.83	30.00%	13.75	
9	Demonstrated Understanding of the Statement of Work	70.00	40.00%	28.00	
10	Cost Proposal	91.27	30.00%	27.38	
11	Total		100.00%	69.13	2

Southwest Region

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	International Institute of Los Angeles (IILA)				
3	Qualifications of Firm	95.83	30.00%	28.75	
4	Demonstrated Understanding of the Statement of Work	90.00	40.00%	36.00	
5	Cost Proposal	80.92	30.00%	24.28	
6	Total		100.00%	89.03	1
7	South Los Angeles Community Development and Empowerment Corporation (SLACDEC)				
8	Qualifications of Firm	61.67	30.00%	18.50	
9	Demonstrated Understanding of the Statement of Work	47.50	40.00%	19.00	

10	Cost Proposal	100.00	30.00%	30.00	
11	Total		100.00%	67.50	2

Southeast Region

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	International Institute of Los Angeles (IILA)				
3	Qualifications of Firm	95.83	30.00%	28.75	
4	Demonstrated Understanding of the Statement of Work	90.00	40.00%	36.00	
5	Cost Proposal	100.00	30.00%	30.00	
6	Total		100.00%	94.75	1

C. Price Analysis

Northwest Region

The recommended price has been determined to be fair and reasonable based on adequate competition, price analysis, an Independent Cost Estimate (ICE), technical analysis, and fact finding.

	Proposer Name	Proposal Amount	Metro ICE	Recommended Amount
1.	International Institute of Los Angeles (IILA)	\$5,350,797	\$6,949,233	\$5,350,797
2.	AV Transportation Services	\$5,862,024		

Southwest Region

The recommended price has been determined to be fair and reasonable based on price analysis, historical pricing, ICE, technical analysis, and fact finding.

	Proposer Name	Proposal Amount	Metro ICE	Recommended Amount
1.	International Institute of Los Angeles (IILA)	\$5,919,721	\$6,949,233	\$5,919,721
2.	South Los Angeles Community Development and Empowerment Corporation (SLACDEC)	\$4,791,241		

Southeast Region

The recommended price has been determined to be fair and reasonable based on price analysis, historical pricing, ICE, technical analysis, and fact finding.

	Proposer Name	Proposal Amount	Metro ICE	Recommended Amount
1.	International Institute of Los Angeles (IILA)	\$5,538,894	\$6,355,325	\$5,538,895

D. Background on Recommended Contractor

The International Institute of Los Angeles (IILA) was founded in 1914 and has been a partner with Metro in administering the Immediate Needs Transportation Program since 1993. IILA's work has been focused on serving the underserved and vulnerable families in the County of Los Angeles. Throughout the years, IILA has helped hundreds of thousands of immigrants and other low-income residents overcome the barriers they face in becoming contributing members of society.