

## 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.