

## PROCUREMENT SUMMARY

## TRANSIT AMBASSADOR PILOT PROGRAM

1.	<b>Contract Number:</b> PS88001001 (Strive Well-Being Inc.) PS88001000 (RMI International Inc.)	
2.	<b>Recommended Vendors:</b> 1) Strive Well-Being Inc. 2) RMI International 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> March 31, 2022	
	<b>B. Advertised/Publicized:</b> March 31, 2022; April 6, 2022; April 7, 2022	
	<b>C. Pre-Proposal Conference:</b> April 11, 2022	
	<b>D. Proposals Due:</b> May 2, 2022	
	<b>E. Pre-Qualification Completed:</b> June 6, 2022	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> May 9, 2022	
	<b>G. Protest Period End Date:</b> June 24, 2022	
5.	<b>Solicitations Picked up/Downloaded:</b> 16	<b>Bids/Proposals Received:</b> 2
6.	<b>Contract Administrator:</b> Mark Penn	<b>Telephone Number:</b> 213.922.1455
7.	<b>Project Manager:</b> Desarae Jones	<b>Telephone Number:</b> 213.922.2230

**A. Procurement Background**

This Board Action is to negotiate, award, and execute Contract No. PS88001001 with Strive Well-Being Inc. and Contract No. PS88001000 with RMI International Inc. issued in support of the Transit Ambassador Pilot Program which will deploy trained contract personnel on Metro buses, bus stops, trains, and stations in a pre-determined five-zone geographic area. These Ambassadors will be units comprised of mobile and fixed post personnel that are trained to play a rider-facing and welcoming role; promote safety for all riders and operators; and help connect vulnerable riders to resources and/or assistance. Board approval of contract awards are subject to resolution of any properly submitted protest.

Prior to the release of the solicitation, a virtual Industry Review and Outreach Event was held on March 11, 2022. The Ambassador program is a new pilot program for Metro, and the event was held for the purposes of receiving public feedback on the Statement of Work prior to the release of the solicitation.

The Request for Proposals (RFP) was issued in accordance with Metro's Acquisition Policy and the contract type is firm fixed unit price (based on negotiated unit rates). The RFP was issued with a Small Business Enterprise (SBE) goal of 12%.

There were no amendments issued during the solicitation phase of this RFP.

A virtual pre-proposal conference was held on April 11, 2022 and was attended by seven individuals representing three firms. Twenty-nine questions were received and responses were released prior to the proposal due date.

A total of 16 firms downloaded the RFP and were included in the plan holder's list. Two proposals were received on the due date of May 2, 2022. Staff has reached out to other firms on the plan holder's list to inquire why they chose not to propose. To date, no responses have been received.

## **B. Evaluation of Proposals**

A Proposal Evaluation Team (PET) consisting of staff from Office of the CEO, Office of System Security and Law Enforcement, the Office of Customer Experience, and the Office of Customer Care was convened and conducted a comprehensive technical evaluation of the proposals received.

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

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|---|------------|
| • Agency Qualifications and Experience  | 15 percent |
| • Proposer Management Plan & Understanding of Scope of Work   | 30 percent |
| • Experience & Capabilities of Key Personnel  | 10 percent |
| • Effectiveness of Program Implementation and Accountability  | 25 percent |
| • Cost Proposal   | 20 percent |
| • Additional Proposal Elements for Demonstrating: staff with specialized skills and training; staff with lived experience; partnerships with CBOs/non-profits; experience contracting with or intention to engage with nonprofit workforce development programs | 6 percent  |

Several factors were considered when developing these weights, giving the greatest importance to Proposer Management Plan & Understanding of Scope of Work.

Both proposals received were determined to be within the competitive range and are listed below:

1. Strive Well-Being Inc.
2. RMI International Inc.

On June 6, 2022, the evaluation committee conducted virtual interviews with both firms. The firms' project managers and key team members presented their team's qualifications and responded to the evaluation committee's questions. In general,

each team's presentation addressed the requirements of the RFP, experience with all aspects of the required tasks, and stressed each firm's commitment to the success of the project. Also highlighted were staffing plans, work plans, and perceived project issues. Each team was asked questions relative to each firm's proposed alternatives and previous experience.

### **Qualifications Summary of Firms within the Competitive Range:**

#### **Strive Well-Being Inc.**

Based on Strive Well-Being Inc.'s (Strive) disclosure as a 100% SBE and proposing to enlist the services of three Community Based Organizations (Union Station Homeless Services, Communities Actively Living Independently & Free, and Homeboy Industries) in its proposal, Strive has demonstrated its ability to understand the impact of community involvement of this pilot program. Through its core business platform comprised of facilities management and health and wellness management initiatives, Strive has demonstrated its experience and interaction with a general public population subjected to a wide range of varying degrees of lived experiences. Strive has proposed to utilize approximately 55 people to perform the transit ambassador services on Metro's rail system and station elevators only. Strive's proposal expresses the type of service Metro's Transit Ambassador Pilot program is requiring.

#### **RMI International Inc.**

Based on its core business platform of safety and security, as discussed in its proposal, RMI International Inc. (RMI), as an MBE has demonstrated its ability to provide the type of service Metro's Transit Ambassador Pilot program is requiring. RMI has aligned itself with WorkSource Regional Business Services as well as the Southeast Los Angeles County Workforce Development Board to supplement recruitment opportunities and anticipates utilizing the services of these nonprofit organizations for the venture. The diversity of RMI's business portfolio between the public and private sector, demonstrates RMI's cross section of interface with the general public population. The management plan outlines on-site locations predicated on an analysis of existing RMI infrastructure assignments in Metro's transit system. RMI has proposed to utilize approximately 244 people to perform the transit ambassador services across the entire Metro system. In adding American Eagle Protection Services (an SBE), RMI has proposed a plan to meet the minimum SBE goal of 12%.

The following is a summary of the PET scores:

<b>1</b>	<b>Firm</b>	<b>Average Score</b>	<b>Factor Weight</b>	<b>Weighted Average Score</b>	<b>Rank</b>
<b>2</b>	<b>RMI International Inc.</b>				
<b>3</b>	Agency Qualifications and Experience	78.73	15.00%	11.81	
<b>4</b>	Proposer Management Plan & Understanding of Scope of Work	77.20	30.00%	23.16	
<b>5</b>	Experience and Capabilities of Key Personnel	76.30	10.00%	7.63	
<b>6</b>	Effectiveness of Program Implementation & Accountability	77.52	25.00%	19.38	
<b>7</b>	Cost Proposal	100.00	20.00%	20.00	
<b>8</b>	Additional Proposal Elements	62.50	6.00%	3.75	
<b>9</b>	<b>Total</b>		<b>106.00%</b>	<b>85.73</b>	<b>1</b>
<b>10</b>	<b>Strive Well-Being Inc.</b>				
<b>11</b>	Agency Qualifications and Experience	53.73	15.00%	8.06	
<b>12</b>	Proposer Management Plan & Understanding of Scope of Work	65.03	30.00%	19.51	
<b>13</b>	Experience and Capabilities of Key Personnel	55.00	10.00%	5.50	
<b>14</b>	Effectiveness of Program Implementation & Accountability	71.52	25.00%	17.88	
<b>15</b>	Cost Proposal	89.00	20.00%	17.80	
<b>16</b>	Additional Proposal Elements	93.83	6.00%	5.63	
<b>17</b>	<b>Total</b>		<b>106.00%</b>	<b>74.38</b>	<b>2</b>

### **C. Price Analysis**

A determination of fair and reasonable pricing will be made upon the completion of the following tasks: unit rate price analysis, technical analysis, fact finding, and negotiations. An independent cost estimate (ICE) has been prepared.

	<b>Proposer Name</b>	<b>Proposal Amount</b>	<b>Metro ICE (All 5 Zones; Rail and Bus Operations)</b>	<b>NTE amount (subject to negotiations)</b>
1.	RMI International Inc. (proposed rail and bus operations in all 5 zones)	\$95,090,980	\$119,129,525	\$95,090,980
2.	Strive Well-Being Inc. (proposed only rail operations and elevators in all 5 zones)	\$27,757,444	\$119,129,525	\$27,757,444
			Total NTE	\$122,848,424

Proposers were given the opportunity to price either (1) on all five zones, (2) a combination of zones, (3) complete bus and/or rail systems within the zones, or (4) individual lines/segments/stations in each zone.

Strive proposed to perform transit ambassador services on the rail system and station elevators only. Alternatively, RMI proposed to perform transit ambassador services throughout the entire Metro system. At the conclusion of fact-finding and negotiations, a determination will be made on how the Transit Ambassador Pilot program will be implemented and divided between the two firms.

### **D. Background on Recommended Contractor**

The recommended firm, Strive Well-Being Inc., located in San Diego, CA, has been in business for 14 years and is a Disadvantaged Business Enterprise and a Small Business Enterprise (SBE). Strive provides customer service in the form of facilities and population health management, inclusive of wellness program initiatives. Strive has been under contract to Metro for the past six years to provide wellness programs and operate/manage Metro's fitness center. Strive is performing satisfactorily.

The recommended firm, RMI International Inc., located in Paramount, CA, has been in business for nearly 26 years and is a Minority Business Enterprise (MBE). Originally founded as a security services organization, RMI is now a comprehensive customer service provider with an emphasis on public safety. RMI has been under contract to provide security services to Metro for the past 14 years and is performing satisfactorily.