



## Board Report

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File #: 2020-0413, File Type: Contract

Agenda Number: 13.

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### PLANNING AND PROGRAMMING COMMITTEE AUGUST 19, 2020

**SUBJECT: METRO BIKE HUB OPERATIONS AND MAINTENANCE**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

CONSIDER:

AUTHORIZING the Chief Executive Officer to award Contract No. PS63912000 to BikeHub (dba BikeHub/Tranzito) for a firm fixed price of \$572,680 for a two-year base, and a two-year option term in an amount of \$497,892, for a total amount of \$1,070,572, effective September 22, 2020.

#### **ISSUE**

Metro operates group bicycle parking facilities known as Metro Bike Hubs. Facilities include locations at the El Monte Transit Center, Hollywood/Vine Red Line Station, Union Station, Culver City Expo Line Station and Willowbrook/Rosa Parks, opening fall 2020. The current contract to operate and maintain these facilities ends September 21, 2020. Therefore, a new contract award is needed to ensure continued services without interruption for Metro Bike Hub locations.

#### **BACKGROUND**

The Metro Bike Hub program provides 24/7, high-capacity bike parking in a secure, monitored, controlled-access environment at key transit locations for a nominal membership fee. Each bike parking facility accommodates at least 50 bicycles and includes 2-tier bike parking racks, video monitoring and a robust alarm system. Additional services may include retail, bike repairs, and bike rentals, which the contractor offers at some locations to lower operating costs. Metro Bike Hubs may also offer educational workshops coordinated by the contractor or in partnership with other Metro programs.

#### **DISCUSSION**

BikeHub/Tranzito is the incumbent and has been the contracted operator since 2015 when the program launched. The scope of their 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 a high level of service for users. This contract includes two

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optional tasks: 1) to provide supplemental staffing resources; and 2) to update existing infrastructure to facilitate walk-up registrations and daily membership options. Currently, memberships are only available as 7-day, 30-day and 1-year passes.

Secure and available bicycle parking, as provided by this program, is a key strategy to promoting bikes-to-transit and supporting multimodal mobility in the region. Having secure and available bike parking encourages people to park their bikes at the station instead of bringing them on-board a transit vehicle. These facilities and the program provide transit users with a necessary first and last mile transit connection option.

Moreover, Metro Bike Hubs is designated as a transit program and therefore essential. It provides services to the Los Angeles County community and helps support mobility alternatives. This is especially the case now as the COVID-19 global pandemic continues to evolve, and this active transportation program continues to provide mobility options to essential workers.

#### Equity Platform

The contract award will allow for continued customer service, including conducting an annual customer satisfaction survey. In addition, this program provides a service to historically disadvantaged communities. These activities support Pillar II. Listen and Learn as well as Pillar III. Focus and Deliver.

#### **DETERMINATION OF SAFETY IMPACT**

Approval of the Metro Bike Hub Operations and Maintenance contract award will improve Metro's safety standards by ensuring the continued operation of secure bike parking facilities.

#### **FINANCIAL IMPACT**

Approval of this recommendation will not impact the FY 2021 budget, since funding for this contract is already included under Project 308012 (Bike Hub/Lockers O&M), Cost Center 4320 (Bike Share Planning and Implementation). Since this is a multi-year project, the cost center Manager and Chief Planning Officer will be accountable for budgeting the cost in future years. In addition, staff is exploring strategies to reduce future costs and increase revenue at several locations through the establishment of community partnerships and the expansion of retail space.

#### Impact to Budget

The funding source for this action is Proposition C 25% Streets & Highway. These funds are not eligible for bus and rail operating and capital expenditures.

#### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The recommendation supports the following 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 award the contract and allow the current contract to end on September 21, 2020. 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 Contract No. PS63912000 with Bike Hub/Tranzito for Metro Bike Hubs operations and maintenance.

### **ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

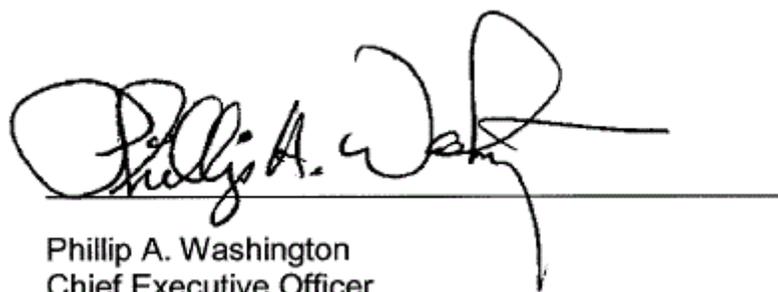
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Phillip A. Washington  
Chief Executive Officer

## PROCUREMENT SUMMARY

## BIKE HUB OPERATIONS AND MAINTENANCE/PS63912000

1.	<b>Contract Number:</b> PS63912000	
2.	<b>Recommended Vendor:</b> BikeHub (dba: BikeHub/Tranzito)	
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> July 1, 2019	
	<b>B. Advertised/Publicized:</b> July 1, 2019	
	<b>C. Pre-Proposal Conference:</b> July 10, 2019	
	<b>D. Proposals Due:</b> August 7, 2019	
	<b>E. Pre-Qualification Completed:</b> October 23, 2019	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> August 14, 2019	
	<b>G. Protest Period End Date:</b> August 25, 2020	
5.	<b>Solicitations Picked up/Downloaded:</b> 23	<b>Proposals Received:</b> 1
6.	<b>Contract Administrator:</b> Lily Lopez	<b>Telephone Number:</b> (213) 922-4639
7.	<b>Project Manager:</b> Paula Carvajal-Paez	<b>Telephone Number:</b> (213) 922-4258

**A. Procurement Background**

This Board Action is to approve Contract No. PS63912000 issued to support the operations of secure-access, group bicycle parking facilities known as Metro Bike Hubs for a two-year base term with one, two-year option term. Metro Bike Hub facilities are designed to offer self-serve unattended group bicycle parking facilities with attended service capabilities. Self-serve refers to registered users that access a securely controlled room to lock their bike to a bike rack at their convenience. Self-serve bicycle parking shall be available at all Metro Bike Hubs allowing 24/7 access. Attended services refers to staffing at a location during specified times where services may include, but not be limited to, customer service, check-in bike parking, bicycle repair/service, limited retail sale of bicycle parts and bicycle rental, and trip planning. Board approval of contract award is subject to resolution of all properly submitted protest(s).

The Request for Proposals (RFP) was issued under the Small Business Enterprise Prime (Set-Aside) Program in accordance with Metro's Acquisition Policy and the contract type is a firm fixed price.

No amendments were issued during the solicitation phase of this RFP.

A pre-proposal conference was held on July 10, 2019, attended by two participants representing two firms. Six questions were asked during the solicitation phase. A total of 32 firms downloaded the RFP and were included in the planholders list.

One proposal was received on August 7, 2019 from BikeHub. A market survey was conducted of planholders that did not submit a proposal to ascertain the reason(s) for non-submittal. Fifteen responses were received. Reasons given for not submitting proposals included unfamiliar with operating and maintaining bike lockers, not having the experience or manpower to pursue the project, and firm's capabilities did not align with requested services.

## **B. Evaluation of Proposal**

The Proposal Evaluation Team (PET) consisting of staff from Metro's Countywide Planning and Facilities Maintenance was convened and conducted a comprehensive technical evaluation of the proposal received.

The proposal was evaluated based on the following evaluation criteria and weights:

- |   |     |
|---|-----|
| • Experience                              | 15% |
| • Project Team                            | 15% |
| • Project Plan                            | 30% |
| • Cost Reduction Strategies               | 10% |
| • Systemwide Access Control Redevelopment | 10% |
| • Cost                                    | 20% |

Several factors were considered when developing these weights, giving the greatest importance to Project Plan. The PET evaluated the proposal according to the pre-established evaluation criteria.

On August 15, 2019 the PET completed its independent evaluation of the proposal and determined that the firm was qualified to perform the required services.

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

BikeHub (dba: BikeHub/Tranzito) is a Metro-certified SBE firm with demonstrated experience in designing and operating bike transit programs such as secure bike parking, bike share and mobility hubs. BikeHub's proposed approach is comprehensive and provides a clear plan to provide the required services. Their previous experience with Metro projects and their role as the incumbent contractor has equipped BikeHub for this work effort and places them in an ideal position to benefit both from their knowledge of the current operations as well as affording them the opportunity to enhance their services through innovation.

A summary of the PET scores is provided below:

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	<b>BikeHub</b>				
3	Experience	93.33	15.00%	14.00	
4	Project Team	86.67	15.00%	13.00	
5	Project Plan	82.23	30.00%	24.67	
6	Cost Reduction Strategies	86.70	10.00%	8.67	
7	Systemwide Access Control Redevelopment	85.00	10.00%	8.50	
8	Cost	100.00	20.00%	20.00	
9	<b>Total</b>		<b>100.00%</b>	<b>88.84</b>	<b>1</b>

### **C. Cost Analysis**

The recommended price has been determined to be fair and reasonable based upon a technical analysis, a cost analysis, fact finding, and negotiations.

	Proposer Name	Proposal Amount	Metro ICE	Negotiated Amount
1.	BikeHub	\$1,101,242	\$2,194,551	\$1,070,573

The independent cost estimate (ICE) was developed with the assumption of higher labor rates for each of the classifications needed to fulfill the services required. Additionally, the cost of redeveloping access control was estimated at a higher amount as it assumed that the access control hardware would need to be replaced; however, BikeHub was able to retrofit the existing equipment which resulted in a cost savings. Lastly, due to the unique attributes of the project, some future location(s) may not require staffing which yielded a cost reduction in labor.

Based on the fact finding/statement of work discussion, BikeHub made a \$30,869 reduction to the overall price as there were savings identified in travel and other direct costs.

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

The recommended firm, BikeHub located in Alameda, California, and founded in 2004, specializes in planning, building, and operating bicycle transit projects for

transit agencies, corporations, and developers. BikeHub is the incumbent on the existing Metro Bike Hub contract awarded in September 2014, and has performed satisfactorily.

DEOD SUMMARY

BIKE HUB OPERATIONS AND MAINTENANCE / PS63912000

**A. Small Business Participation**

Effective June 2, 2014, per Metro’s Board-approved policy, competitive acquisitions with three or more Small Business Enterprise (SBE) certified firms within the specified North American Industry Classification System (NAICS) as identified for the project scope shall constitute Small Business Set-Aside procurement. Accordingly, the Contract Administrator advanced the solicitation, including posting the solicitation on Metro’s website, advertising, and notifying certified small businesses as identified by NAICS code(s) that this solicitation was open to SBE Certified Small Businesses Only.

Bike Hub (DBA: Tranzito), an SBE Prime, is performing 100% of the work with their own workforce.

SMALL BUSINESS GOAL	SBE SET-ASIDE	SMALL BUSINESS COMMITMENT	100% SBE
	<b>SBE Subcontractors</b>		<b>% Committed</b>
1.	Bike Hub (DBA: Tranzito) (SBE Prime)		100%
<b>Total SBE Commitment</b>			<b>100%</b>

**B. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

**C. Living Wage Service Contract Worker Retention Policy Applicability**

The Living Wage and Service Contract Worker Retention Policy 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.