



# Contracted Bus Operations and Maintenance Services

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2023

# Overview

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# Role of CapMetro and Service Provider



## CapMetro Responsibilities

Ultimately responsible for the successful operation of CapMetro services, on behalf of customers

- Driving direction and solutions to enhance or improve service to service provider
- Reimburse service provider for employees and support functions
- Manage allocation of resources towards service (i.e. run dispatch, complete service planning, provide parts, provide uniforms, purchase vehicles /equip.)
- Training
- Recommend candidates for hire
- Implement the agreed-upon service contract (i.e., invoicing, contract administration, etc.)

## Service Provider Responsibilities

Ultimately responsible for managing the workforce, safety, and service reliability

- Drive and maintain the buses and the facilities necessary to provide service
- Monitor service with proactive leadership and schedule adherence
- Effectively mitigate service impacts and service disruptions.
- Negotiate Collective Bargaining Agreement (CBA) and maintain relationship with ATU
- Manage personnel topics including hiring, termination and discipline, in line with CBA
- Implement the agreed-upon service contract (i.e., billing, contract administration, etc.)

# Bargaining and Other Contractor Employees

Current Bargaining Employees – 1,212	Operations, Safety and General Management – 36
Bus Operators: 900	GM/VP 1
Road Supervisors: 21	Ops Mgr/AGM 2
Run Dispatcher: 13	Safety Manager 1
Vehicle Maintenance: 247	Safety 6
Building Maintenance: 30	Maintenance Manager 2
Trainer: 1	Human Resources 8
	Labor Relations 4
	Payroll/Finance 7
	Technology/Data Specialists 3
	Administrative Staff 2

# Procurement Process Overview

	Mar 23	Mar 23	Apr 23	May 23	May 23	June 23	July 23	Aug 23	Aug 23	Aug 23	Sept 23	Sept 23
Scope development												
Expression of Interest (EOI)												
Scope finalization												
Request for Proposals (RFP)												
Site Visits to 2910 & NOPS												
Pre-proposal Conference												
Q&A (2 rounds)												
Proposals Received												
Initial Technical Evaluation												
Initial Price Evaluation												
Site Visits to Proposers/Clients												
Oral Interviews												
Final Proposal Revisions (FPR)												
FPR Technical Evaluation												
FPR Price Evaluation												
Team Consensus												
Board Award												

## Condensed timeline

- Expression of Interest (EOI) issued and received in March
- Request for Proposals(RFP) issued in May
- RFP received in July
- Oral Interviews in August
- FPR received August
- Team Consensus September
- Board Award September

# 3 Proposals Received

- **Keolis**

- Founded in 1908 in France; incorporated in USA in 2012
- 300 clients in 15 countries – USA: 11 sites in 5 states
- North American headquarters in Boston, MA



- **MTM**

- American-based company, founded in 2009
- 34 clients in 16 states
- Headquarters in St. Louis, MO



- **MV**

- American-based company, founded in 1975
- 153 clients in 26 states
- Headquarters in Dallas, TX



# Evaluation Factors

1

Management Competence and Staffing Plan

2

Quality of Service Delivery, Safety and Performance Monitoring

3

Capability, Experience and Past Performance of the Firm

4

Quality of Mobilization Plan

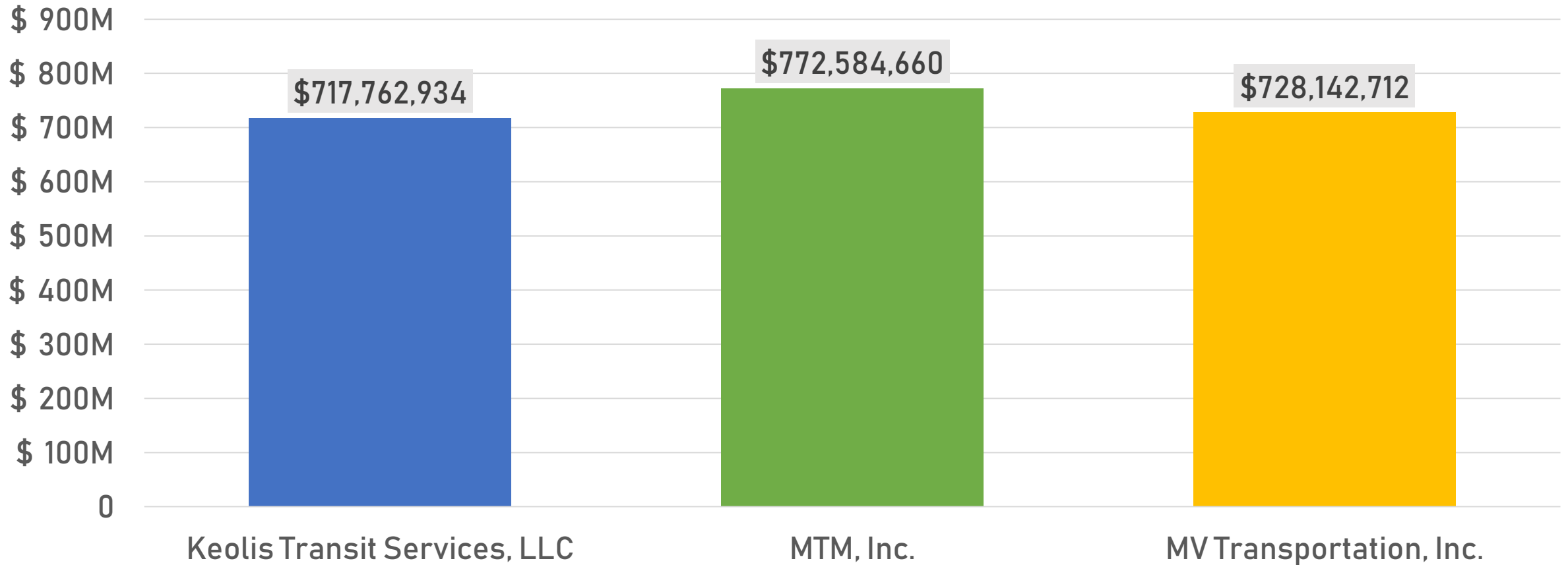
# Final Score Sheet

OFFEROR	Overall
Keolis Transit Services, LLC	A
MTM Transit, LLC	M
MV Transportation, Inc.	M

Rubric
E = Excellent: Exceeds evaluation standard in a beneficial way to the Authority, and has a high probability of satisfying the requirements in the scope of services; has no significant weaknesses
A = Acceptable: Meets evaluation standards; has good probability of satisfying the requirements in the scope of services, any weaknesses can be readily corrected
M = Marginal: Fails to meet evaluation standards; has low probability of satisfying the requirements in the scope of services; has significant deficiencies.
U = Unacceptable: Fails to meet minimum requirements in the scope of services; deficiency requires a major revision to the submittal to make it acceptable.

# Final Pricing

RFP 802071 – Contracted Bus Operations & Maintenance Services  
FPR Grand Total for 5 years



## Recommended Firm – Keolis

- Proposed leadership team has strong transit experience (most with 10 - 40 years), Experience with electric fleet and BRT service start up
- Will provide 40 corporate visits annually
- Dedicated Labor Relations team to work with the Union
- Demonstrated a good understanding of the CapMetro's hybrid business model
- Detailed mobilization plan and transition team
- Good client ratings of previous experience with similar contracts at other transit agencies

# Recommended Firm – Keolis

- People first approach / employee-facing programs
- Promise of continuous support and continuous improvement
- Committed to community engagement
- The “Future of Transit” model

**CapMetro**

**Thank you**

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