

Legislation Text

File #: AI-2021-230, **Version:** 1

SUBJECT:

Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with MTM, Inc., in an amount not to exceed \$2,090,874 in order to provide functional assessment services for the MetroAccess Eligibility Department. This amount is for a base term of three (3) years with two (2) one-year options for a total of up to five (5) years.

FISCAL IMPACT:

Funding for this action is available in the FY2022 Operating Budget

STRATEGIC PLAN:

Strategic Goal Alignment:

1. Internal/External Customer Service Excellence 2. Stakeholder Engagement
 3. Financial and Environmental Sustainability 4. Staff Development 5. Agency Growth Management

Strategic Objectives:

- 1.1 Safety & Risk 1.2 Continuous improvement 1.3 Dynamic Change
 1.4 Culture of Innovation 2.1 Be an Employer of Choice 2.2 Organization Development
 2.3 Organization Culture 3.1 Resource optimization 3.2 Safety Culture
 3.3 Environmental Leadership 4.1 Educate & Call to Action 4.2 Build Partnerships
 4.3 Value of Transit 4.4 Project Connect

EXPLANATION OF STRATEGIC ALIGNMENT: Engaging a third party to perform functional assessments for MetroAccess eligibility is in alignment with the goal of delivering a high-quality customer experience by providing skilled professionals trained to effectively administer these objectives, yet sensitive, transit functional assessments for our customers.

BUSINESS CASE: MetroAccess has been conducting in-person functional assessments for new and returning applicants seeking ADA paratransit eligibility since 2011. This allows us to ensure MetroAccess service is provided to customers who meet the federal ADA requirements and ensure consistent application of eligibility criteria. The 5-year (3 base + 2 option years) contract for the Eligibility Third-Party Functional Assessment is a vital part of this in-person eligibility process allowing for skilled rehabilitation therapist to evaluate applicants'

functional abilities to ensure we are providing the right level and mode of service for each applicant.

COMMITTEE RECOMMENDATION: This item will be presented to the full board on November 22, 2021.

EXECUTIVE SUMMARY: MTM has been selected through a competitive procurement process for a second time to conduct the Agency's third-party functional assessment provider for ADA paratransit. MTM will continue to conduct specialized transit-focused functional assessments used for accurately determining what mobility skills each applicant possesses and what challenges or barriers they may face when utilizing public transportation. This helps ensure we are providing the right level and mode of service for each applicant. Since October 2015, MTM's professional and customer-friendly staff have provided thorough and objective documentation that allows MetroAccess to determine the most appropriate level of eligibility for each applicant in order to continue to ensure the sustainability of this critical service for all eligible riders.

DBE/SBE PARTICIPATION: No SBE goal is assigned to this procurement due to limited subcontracting opportunity. However, we will work with the selected vendor for a commitment towards small business participation.

PROCUREMENT: On August 27, 2021, a Request for Proposals was issued and formally advertised. By the closing date of September 23, 2021, the proposal from Medical Transportation Management, Inc. (MTM) was received. The proposal was evaluated based on the following factors:

- The offeror's demonstrated, relevant work experience/technical background and capabilities of the firm as a whole on projects of a similar size, scope, complexity, and nature.
- The offeror's demonstrated understanding of the project undertaking, the proposed plan for the performance of the work and the technical approach proposed by the offeror.
- Qualifications, experience and capabilities of the proposed personnel, and any subcontractors, on projects of a similar size, scope, complexity, and nature.

The proposal from MTM was rated Excellent, all factors considered. The price was determined to be fair and reasonable. The contract is a fixed price contract. The term of the contract is three base periods of one year each, with two option periods of one year each.

RESPONSIBLE DEPARTMENT: Demand Response & Innovative Mobility

**RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS**

**STATE OF TEXAS
COUNTY OF TRAVIS**

AI-2021-230

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need to ensure accurate and customer focused eligibility determinations for Capital Metro's MetroAccess paratransit program; and

WHEREAS, these services have been provided satisfactorily by MTM since 2015 and MTM was the successful proposer in a competitive procurement process.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or his designee, is authorized to finalize and execute a contract with MTM, Inc. in an amount not to exceed \$2,090,874 in order to provide functional assessment services for the MetroAccess Eligibility Department. This amount is for a base term of three (3) years with two (2) one-year options for a total of up to five (5) years.

Date: _____

**Secretary of the Board
Eric Stratton**