



# LANE TRANSIT DISTRICT BOARD OF DIRECTORS CONTRACT COMMITTEE MEETING

Monday, July 12, 2021  
4:00 p.m. – 5:00 p.m.

## VIRTUAL MEETING

Zoom details provided on the web calendar at [www.LTD.org](http://www.LTD.org).

Watch live on channel 21 or via link: <https://metrotv.ompnetwork.org/>

*No public testimony will be heard at this meeting.*

## AGENDA

ITEM	Time	Page
I. CALL TO ORDER	4:00 p.m.	
II. ROLL CALL <input type="checkbox"/> Emily Secord (chair) <input type="checkbox"/> Michelle Webber (vice chair) <input type="checkbox"/> Steven Yett		
III. COMMENTS FROM THE CHAIR		
IV. ITEMS FOR ACTION		
V. ITEMS FOR BOARD RECOMMENDATION		
A. CONTRACT NO. 2017-01: MEDICAL TRANSPORTATION MANAGEMENT, INC. [John Ahlen]	4:05 p.m.	2
B. CONTRACT NO. 2020-153: JLM CONSULTING [Jake McCallum]	4:20 p.m.	5
C. CONTRACT NO.2021-15: NOCTEL COMMUNICATIONS, INC. [Harry Sanger]	4:35 p.m.	7
VI. ADJOURNMENT	4:50 p.m.	

*To request a reasonable accommodation or interpreter, including alternative formats of printed materials, please contact LTD's Administration office no later than 48 hours prior to the meeting at 541-682-5555 (voice) or 7-1-1 (TTY through Oregon Relay).*



## AGENDA ITEM SUMMARY

**DATE OF MEETING:** July 12, 2021

**ITEM TITLE:** CONTRACT NO. 2017-01: MEDICAL TRANSPORTATION MANAGEMENT, INC.

**PREPARED BY:** John Ahlen, Accessible Services Manager

**DIRECTOR:** Cosette Rees, Director of Customer and Specialized Services

**ACTION REQUESTED:** Forward to the Board of Directors with a recommendation of approval

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***Please disclose any actual or potential conflict of interest.***

**PURPOSE:** To authorize the General Manager to execute a contract amendment with Medical Transportation Management, Inc.

**PROCUREMENT METHOD:** Request for Proposal

**CONTRACT TYPE:** Contract Amendment

**REASON FOR CONTRACT TYPE:** This contract has a base term of fifty months, with an option to renew three biennial periods. We are now at the end of our base term, and plan to exercise Option Year One to extend the current contract for twelve months, or until successful award and transition to the successful proposer.

**ROLE OF THE BOARD:** In accordance with LTD Resolution No. 2017-03-15-011, the Board must review and approve all contracts exceeding \$149,999, and all individual or cumulative contract amendments and change orders that exceed the lesser of \$150,000 or ten-percent (10%) of the initial contract value.

**HISTORY/DESCRIPTION/JUSTIFICATION:** In 2006, LTD, the Oregon Department of Human Services, and Oregon Department of Transportation entered into agreements to support the development of a centralized one-call center for Lane County - the RideSource Call Center (RSCC). The RSCC integrates Americans with Disabilities Act (ADA) Paratransit with Medicaid Non-Emergent Medical Transportation (NEMT) and many other human service transportation programs throughout Lane County. These programs leverage grant and other funding, and shares the cost of providing service, to create access specifically for older adults and people with disabilities to support independence and well-being. Rather than relying on customers to know which service to call, the one-call integrated model assumes the complexity on the operations side to make it an easy process for our customers to connect to important tasks such as grocery shopping, medical appointments, work, school, and much more.

In 2017, LTD followed a formal solicitation for the Call Center operations as well as the operations and maintenance of our Special Transportation Fleet. In conjunction to this, LTD implemented new operation software and was in the very early stages of the providing NEMT service under the Coordinated Care Organization (CCO) model. MTM was awarded the contract, with a not to exceed amount of \$26.2 million for the base term.

The contract provides an opportunity for our contractor to submit a request for an increase in the contracted amount at the conclusion of the base term, with a maximum escalation tied to the Labor Statistics' Consumer Price Index for Portland-Salem. Due to the many changes in the service metrics and compliance requirements of the programs we serve, as well as demonstrated increased cost to provide the service, MTM's request surpassed the maximum available increase for the option year.

Due to the remarkable difference in the scope of work as a result of the requirements related to the CCO agreements, LTD has decided to resolicit these services in the coming year. MTM is committed to continuing to provide the service and have agreed to a one-year extension with this understanding. The contract amendment presented today reflects the negotiated cost to allow staff time to complete the process.

**PROCUREMENT IMPACT/HISTORY:** On January 13, 2017, LTD let Requests for Proposals No. 2017-01 seeking qualified contractors or teams capable of operating and managing its RideSource Call Center (RSCC) and Special

Transportation Fleet. On April 4, 2017, proposals were received from three (3) contractors: Medstar; Medical Transportation Management, Inc. (MTM); and, Special Mobility Services (SMS).

Following review, discussion, and evaluation, the EC requested to interview the top two proposers. Interviews were conducted on Friday, April 21, 2017. While informative, the interviews resulted in the EC making no change to the prior rankings. As a result, Medical Transportation Management, Inc., is deemed to be the most responsive and responsible proposer.

The contract term is from June 22, 2017 to August 31, 2021. The base term of the contract is for fifty months and has the option for three separate terms of two years. At the time of renewal, MTM has the option to request a price increase based on the CPI for Portland-Salem, Oregon. The permissible amount is based on the average of the prior three months immediately preceding the month in which the negotiations have completed.

This procurement was conducted in compliance with 2 CFR Part 200, the Office of Management and Budget's Uniform Administrative Requirements, Costs Principles and Audit Requirements (Super Circular); the Federal Transit Administration's (FTA) Circular 4220.1F Third Party Contracting Guidelines; Oregon Public Contracting Code; and, LTD's Purchasing Policy Rules.

**FINANCIAL IMPACT/FUNDING SOURCE:** The terms of the current contract are for 50 months of service valued at \$26,239,104.32. By comparison, our previous contractor prior to 2017 was originally budgeted for \$29,457,600 over this same period of time. Our current contractor has quoted \$8,027,695.48 to provide services through the 12 month extension period, during which LTD would publicly solicit new bids for service. This service is funded through a variety of grants and partnership agreements and are based on estimated service levels, as follows in the current estimated revenues for internal RideSource operations which has been included in the FY22 adopted budget:

Metro ADA Services

5310	\$ 504,684
STF	\$ 470,611
STIF	\$ 300,000
OAA	\$ 10,200
State Reimbursement	\$2,000,000
General Fund	\$1,547,950
Other (Program Match, Fares)	\$ 350,251

Medicaid

State Reimbursement	\$ 450,000
Trillium Reimbursement	\$ 644,000
PacificSource Reimbursement	\$1,750,000

Total: **\$8,027,696**

**CONSIDERATIONS:** Services provided through this contract meet LTD's requirement to provide complimentary paratransit service to people who are unable to access our bus within our metro area due to a disability. LTD also partners with transportation providers, agencies, and non-profit organizations to connect individuals with programs and services designed to maintain and improve their quality of life.

**RECOMMENDATIONS:** Staff recommend that the Board authorize the General Manager to enter into an amendment for twelve months, or until successful award and transition to the successful proposer. This will allow LTD to continue provision of the critical services required under the Americans with Disabilities Act, and to continue to provide service to other programs providing essential access to our community.

**ALTERNATIVES:**

- 1) Approve the time extension but deny the request for increased rates which have been negotiated with MTM.
- 2) Approve the time extension and only allow an increase of rates to match the Consumer Price Index.
- 3) Deny a contract extension altogether.

**SUPPORTING DOCUMENTATION:** N/A

**PROPOSED MOTION:** I move to forward contract amendment no. 2017-01 to the Board of Directors with a recommendation for approval.



## AGENDA ITEM SUMMARY

**DATE OF MEETING:** July 12, 2021

**ITEM TITLE:** CONTRACT NO. 2020-153: JLM CONSULTING

**PREPARED BY:** Jake McCallum, Director of Operations

**DIRECTOR:** Mark Johnson, Assistant General Manager

**ACTION REQUESTED:** Forward to the Board of Directors with a recommendation of approval

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***Please disclose any actual or potential conflict of interest.***

**PURPOSE:** To authorize the general manager to execute a personal services contract with JLM Consulting for the purpose of providing Interim Operations Manager duties through January 2022.

**CONTRACT TYPE:** Personal Services

**REASON FOR CONTRACT TYPE:** The best contract type for obtaining services where the skill, ability, resources, knowledge or expertise of an independent contractor are of paramount importance.

**ROLE OF THE BOARD:** In accordance with LTD Resolution No. 2017-03-15-011, the Board must review and approve all contracts exceeding \$149,999, and all individual or cumulative contract amendments and change orders that exceed the lesser of \$150,000 or ten-percent (10%) of the initial contract value.

**HISTORY/DESCRIPTION/JUSTIFICATION:** JLM Consulting has been operating under a Personal Services Contract since October 1, 2020 when the LTD Operations Manager had to take an extended leave. The Operations Manager returned to the office, on a part time basis, in June and it was determined the Operations Department would need to continue to utilize the services of JLM Consulting until the Manager could return to work full-time, which is expected to be in January of 2022.

Due to the issues surrounding the recruitment of new Operators and the need to deploy our Operators efficiently, we need full-time management coverage. We need to remain nimble as ridership is steadily returning to Pre-COVID-19 levels.

**PROCUREMENT IMPACT/HISTORY:** In September 2020, a Personal Services Contract was requested as the current LTD Operations Manager had to take an extended leave. JLM Consulting's services were procured as a qualified Operations Manager who could quickly step in to assist the staff in these duties. The original contract term was for six months with two, six month options to renew. It was initially not anticipated that contract value would exceed delegated authority limit.

Pursuant to ORS 279A.055 and 279A.065 (6), the LTD Board of Directors, as the LTD Contract Review Board, may: (a) designate certain contracts as Personal Services contracts; and (b) adopt rules of procedure for selection of such Personal Services contracts, in lieu of the Oregon Model Rules for public contracting, set forth in the Oregon Administrative Rules (OAR) Chapter 137, Division 046 to 049.

**FINANCIAL IMPACT/FUNDING SOURCE:** The Total Contract Value shall not exceed \$200,000 for the entire contract term. The cost of these services are operational; and budgeted in the general fund.

**CONSIDERATIONS:** The current projects JLM Consulting is currently working on are:

- Developing a Bus Safety Pre-Trip Inspection Program in accordance with Federal and State Regulations. This program will assist LTD in ensuring that all revenue buses are properly inspected by bus operators as mandated by the Federal Motor Carrier Safety Administration (FMCSA).
- Taking a lead role in the replacement of the Camera and Surveillance System and the Bus Radio System.

- Evaluating the safety concerns along LTD's fixed routes that service the West 11<sup>th</sup> corridor. At the end of the evaluation period, JLM Consulting will make proper recommendations to improve the overall safe operation of the service. Full compliance with charging infrastructure is considered operationally critical. The effort to design and build this improvement needs to be done competently and efficiently.

**RECOMMENDATIONS:** Staff recommend that the Board authorize the General Manager to enter into an amendment for an additional six months for the provision of Interim Transit Operations Management while the current Operations Manager is able to resume full duties.

**ALTERNATIVES:**

- 1) Deny approval of the contract.
- 2) Renew for a shorter timeframe and have staff absorb the extra duties.

**SUPPORTING DOCUMENTATION:** N/A

**PROPOSED MOTION:** I move to forward contract no. 2020-153 to the Board of Directors with a recommendation for approval.



## AGENDA ITEM SUMMARY

**DATE OF MEETING:** May 10, 2021

**ITEM TITLE:** CONTRACT NO.2021-15: NOCTEL COMMUNICATIONS, INC.

**PREPARED BY:** Harry Sanger, Project Coordinator

**DIRECTOR:** Robin Mayall, IT Director

**ACTION REQUESTED:** Forward to the Board of Directors with a recommendation of approval

*Please disclose any actual or potential conflict of interest.*

**PURPOSE:** To authorize the general manager to execute a contract with NocTel for the purpose of replacing LTD's Voice over Internet Protocol (VoIP) phone system.

**PROCUREMENT METHOD:** Joint and Cooperative Agreements

**CONTRACT TYPE:** Firm Fixed Price

**REASON FOR CONTRACT TYPE:** The goods and services being purchased are relatively defined and there are very few unknown factors that would cause any great fluctuation in price. A firm fixed price contract includes a price that remains fixed irrespective of the contractor's cost experience in performing the contract. A firm fixed price contract may include an economic price adjustment provision, incentives, or both.

**ROLE OF THE BOARD:** In accordance with LTD Resolution No. 2017-03-15-011, the Board must review and approve all contracts exceeding \$149,999, and all individual or cumulative contract amendments and change orders that exceed the lesser of \$150,000 or ten-percent (10%) of the initial contract value.

**HISTORY/DESCRIPTION/JUSTIFICATION:** Our current phone solution is susceptible to failure in the event of a regional disaster and was identified as a crucial component to be addressed in LTD's 2019 Disaster Recovery Study. To ensure continuity of services, this project proposed to replace the current on premise Voice over IP (VoIP) phone system and contact center solution with a cloud-based VoIP phone system and contact center solution.

**PROCUREMENT IMPACT/HISTORY:** LTD may, and is encouraged by Federal Transit Administration (FTA), to use State or Local Government Purchasing Schedules, in accordance with the FTA Circular 4220.1F and Oregon Revised Statute 279A.210.

LTD Staff first investigated a partnership with Lane Council of Governments (LCOG) to meet our phone system demands but could not verify that their system would meet all of our requirements. We then worked with Procurement to evaluate two Unified Communications as a Service (UCaaS) vendors available on state contracts. UCaaS is an established industry trend for hosting internet based phone systems. The two vendors were NocTel Communications, Inc. and RingCentral. When combining system features and support, NocTel provided the best solution to meet the District's needs. After a thorough review, staff was more assured of guaranteed uptime from a cloud based VoIP system than other alternatives evaluated.

**FINANCIAL IMPACT/FUNDING SOURCE:** The total value of this contract over a five year term is \$630,549.60. The Board has approved expenditures of \$250,000 in the current Community Investment Plan (CIP) under the 5307 Technology Grant # 1738-2020-11/K22271. This will cover the initial licensing and implementation costs. Ongoing license fees would be included in IT's annual materials and services budget.

**CONSIDERATIONS:** Technology has grown at a rapid pace since LTD first converted from a shared analog phone system to Voice over IP (VoIP). New solutions can provide additional features, greater resiliency, guaranteed performance, and reduced IT staff time to manage.

**RECOMMENDATIONS:** Staff recommend that the Board authorize the General Manager to enter into a contract with NocTel for the purpose of meeting increased phone system metrics requirements, and ensuring continuity of services in the event of a regional disaster.

**ALTERNATIVES:**

- 1) Renew existing contract with TouchPoint. Selection of this alternative would result in the District's inability to quickly and efficiently recover in the case of a disaster scenario. Continued commitment to the current solution would also result in spending substantially more funds to create new IT processes in order to duplicate a data center in the cloud and provide commensurate capabilities to native cloud solutions.
- 2) Issue our own formal solicitation for the provision of these services. This would result in additional staff time to develop the technical specifications and solicitation documents. Additionally the District would be delayed by approximately six months in resolving this solution.

**SUPPORTING DOCUMENTATION:** N/A

**PROPOSED MOTION:** I move to forward contract no. 2021-15 to the Board of Directors with a recommendation for approval.