



METROPOLITAN  
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FOR FREEWAYS  
AND EXPRESSWAYS

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*Memorandum*

TO: Operations Committee

DATE: November 6, 2009

FR: Executive Director

W.I.: 1231

RE: Contract - MTC SAFE Call Box Maintenance Provider: CASE Systems, Inc.

**Summary**

MTC SAFE released a Request for Proposal (RFP) for call box maintenance services in July and received proposals from CASE Systems, Inc. (CASE) and Republic ITS. After extensive review of the proposal information, cost, and proposers’ qualifications, staff recommends entering into a contract with CASE Systems, Inc. for call box maintenance services for a two and one-half year period ending June 30, 2012, at a cost not to exceed \$2,500,000.

**Background**

MTC SAFE has retained a maintenance contractor since the inception of the call box program to provide repair services and perform preventative measures to ensure the proper functionality of the call box system. The current contract expires December 31, 2009. An RFP was released on July 28, 2009 to procure a maintenance contractor. The contract would commence on January 1, 2010 and terminate on June 30, 2012, a total of 2.5 years, to coincide with the MTC fiscal year. Proposals were received from CASE Systems, Inc., the incumbent contractor, and Republic ITS.

Following the preliminary evaluation, discussions were held to allow both proposers to describe their firm, demonstrate their maintenance systems, and clarify questions regarding their proposals. Two requests for Best and Final Offers (BAFO) were issued to allow the proposers to revise their proposals and to ensure that the evaluation panel had enough information to make an informed recommendation.

Together with the proposal, the information gathered from the discussions, and the BAFOs, the two firms were evaluated and scored based on the evaluation factors listed below, in relative order of importance, of which cost is half of the evaluation score:

Evaluation Factors	Percentage of Score	CASE Weighted Score	Republic Weighted Score
1. Cost <ul style="list-style-type: none"> <li>• Flat rate per box per month for corrective and preventative maintenance</li> <li>• Time and materials rate</li> </ul>	50%	35.0	35.6

<ul style="list-style-type: none"> <li>• Administrative monthly rate</li> <li>• Maintenance system setup fee</li> </ul>			
<b>2. Experience of Firm/Personnel</b> <ul style="list-style-type: none"> <li>• History of completing similar maintenance contracts</li> <li>• Demonstration of competence in the services to be provided</li> <li>• Proof of financial stability</li> <li>• Responses from references</li> </ul>	23%	22.2	18.8
<b>3. Qualifications of Lead Field Technician</b> <ul style="list-style-type: none"> <li>• Years of direct experience in call box industry</li> <li>• Experience in managing staff and leading similar projects and technicians</li> </ul>	17%	16.8	13.6
<b>4. Work Plan</b> <ul style="list-style-type: none"> <li>• Approach to completing the required tasks successfully and efficiently</li> <li>• Understanding of the project and tasks required</li> <li>• Having necessary resources: appropriate staff, facilities, and equipment</li> <li>• Ease of maintenance system to perform required tasks</li> </ul>	10%	9.0	9.3
<b>Total</b>	<b>100%</b>	<b>83.0</b>	<b>77.3</b>

CASE Systems, Inc., the call box division transferred from Comarco Wireless Technology, has over 20 years of experience specifically in the call box industry and continues to maintain the same staff. The lead field technician for CASE that would be assigned to this project demonstrated an extensive knowledge of call boxes and has over 15 years of experience overseeing various call box projects and supervising technicians. In comparison, Republic ITS met the minimum requirement for experience with three years of call box maintenance experience and their lead technician has nearly the same experience in managing projects and technicians. Although Republic ITS scored slightly higher in price, overall, CASE Systems, Inc. scored the highest in the final evaluation and therefore, staff recommends contracting with CASE Systems Inc. as the call box maintenance provider for MTC SAFE.

The maximum not to exceed amount of \$2,500,000 that staff is requesting is an estimated overall cost for the 2.5 year contract. The rates that CASE offered in their proposal were calculated with the number of estimated repairs and call boxes active per month to come up with a cost per fiscal year. These totals were then augmented by approximately 10% in case the call box system needs more maintenance services than anticipated.

**Recommendation**

Staff recommends that this Committee authorize the Executive Director or his designee to negotiate and enter into a contract with CASE Systems Inc. as the call box maintenance provider with a maximum payment not to exceed \$500,000 for FY 2009-10, \$1,000,000 for FY 2010-11, and \$1,000,000 for FY 2011-12, with an option to extend for an additional five years (as permitted by the RFP) subject to approval by this Committee.

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Steve Heminger

SH: sp

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract

Work Item No.: 1231

Contractor: CASE Systems Inc.  
Irvine, CA

Work Project Title: Call Box Maintenance Provider

Purpose of Project: Provide call box maintenance and repair services to call boxes

Brief Scope of Work: Perform corrective and preventive maintenance and other administrative services for the MTC SAFE call box system starting January 1, 2010 through June 30, 2012

Project Cost Not to Exceed: \$500,000 for FY 2009-10, \$1,000,000 for FY 2010-11, and \$1,000,000 for FY 2011-12

Funding Source: SAFE

Fiscal Impact: Funding for first contracting year included in FY 2010 budget

Motion by Committee: That the Executive Director or his designee is authorized to negotiate and enter into a contract with CASE Systems, Inc. to provide call box maintenance services, and that the Chief Financial Officer is authorized to set aside funds for such contract in the amount of \$500,000 for FY 2009-10, \$1,000,000 FY 2010-11, and \$1,000,000 for FY 2011-12, subject to the annual budget approval process.

SAFE Operations  
Committee:

Approved: \_\_\_\_\_ Date: November 13, 2009  
Amy Rein Worth, Chairperson