



Fulton County Board of Commissioners
Agenda Item Summary

18-1019

BOC Meeting Date
 12/19/2018

Requesting Agency
 Senior Services

Commission Districts Affected
 All Districts

Requested Action *(Identify appropriate Action or Motion, purpose, cost, timeframe, etc.)*

Request approval of recommended proposal - Department of Senior Services, RFP# 18RFP115491A-CJC, Alternative Senior Transportation Services in the amount of \$200,151.00 with Common Courtesy (Atlanta, GA) to provide transportation services/ride sharing through Uber & Lyft for eligible seniors with no other means of transportation effective January 1, 2019 through December 31, 2019 with two renewal options.

Requirement for Board Action *(Cite specific Board policy, statute or code requirement)*

In accordance with the Purchasing Code Section 102-374 or 102-375, all competitive sealed proposals shall be forwarded to the Board of Commissioners for approval.

Is this Item related to a Strategic Priority Area? *(If yes, note strategic priority area below)*

Yes All People are self-sufficient

Is this a purchasing item?

Yes

Summary & Background

(First sentence includes Agency recommendation. Provide an executive summary of the action that gives an overview of the relevant details for the item.)

Scope of Work: Coordinate Uber and Lyft services for senior residents of Fulton County Age 60 and above, who qualify and meet eligibility requirements. Fulton County seniors that qualify will pay a \$1.00 cost share per trip. Seniors that qualify will receive up to 10 round trips per month. Seniors may travel within a 15 mile radius.

Community Impact: The service currently provides an average of 133 rides per day to 776 registered eligible seniors throughout Fulton County.

Department Recommendation: The Department recommends approval.

Project Implications: Transportation is the conduit to connect seniors to daily living activities and life enrichment services. This service has been impactful by countering senior isolation, reduction in trip cost versus traditional transportation, lower waiting time and same day services.

Community Issues/Concerns: There are no community issues or concerns.

Department Issues/Concerns: The Department is recommending a \$100,000.00 increase in funding for the project. The program has 776 registered users and new users are being added every day.

History of BOC Agenda Item: This is a new procurement.

Agency Director Approval		County Manager's Approval
Typed Name and Title Felicia Strong-Whitaker	Phone 404-612-5800	
Signature	Date	

Revised 03/12/09 (Previous versions are obsolete)

18-1019

Continued

Contract & Compliance Information	<i>(Provide Contractor and Subcontractor details.)</i>
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Contract Value:	\$200,151.00
Prime Vendor:	Common Courtesy, Inc.
Prime Status:	Non-Minority
Location:	Atlanta, GA
County:	Fulton County
Prime Value:	\$200,151.00 or 100.00%
Subcontract:	None
Total Contract Value:	\$200,151.00 or 100.00%
Total M/FBE Value	\$-0-

Solicitation Information	NON-MFBE	MBE	FBE	TOTAL
No. Bid Notices Sent:	10	5	0	15
No. Bids Received:	3	2	0	5
Total Contract Value \$200,151.00 or 100.00%				
Total M/FBE Values -0-				
Total Prime Value \$200,151.00 or 100.00%				
Fiscal Impact / Funding Source <i>(Include projected cost, approved budget amount and account number, source of funds, and any future funding requirements.)</i>				
100-183-183W-1183: General Fund, Senior Services, Transportation Services -\$100,000.00				
461-183-MO19-1160: Grant Funds, Senior Services, Professional Services - \$100,151.00				
Exhibits Attached <i>(Provide copies of originals, number exhibits consecutively, and label all exhibits in the upper right corner.)</i>				
Exhibit 1: Contractors Performance Report				
Exhibit 2: Evaluation Committee Recommendation Letter				
Source of Additional Information <i>(Type Name, Title, Agency and Phone)</i>				
Ladisa Onyiliogwu, Deputy Director, Department of Senior Services, 404-612-9558				

Agency Director Approval		County Manager's Approval
Typed Name and Title Felicia Strong-Whitaker	Phone 404-612-5800	
Signature	Date	

Revised 03/12/09 (Previous versions are obsolete)

Procurement

Contract Attached: No	Previous Contracts: No		
Solicitation Number: 18RFP115491A-CJC	Submitting Agency: Department of Senior Services	Staff Contact: Ladisa Onyiliogwu	Contact Phone: 404-612-9558

Description: To provide transportation services/ride sharing through Uber & Lyft for eligible seniors with no other means of transportation

FINANCIAL SUMMARY

Total Contract Value:		MBE/FBE Participation:	
Original Approved Amount:	.	Amount:	. %: .
Previous Adjustments:	.	Amount:	. %: .
This Request:	\$100,000.00	Amount: -0-	. %: .
TOTAL:	\$100,000.00	Amount:	. %: .

Grant Information Summary:

Amount Requested:	\$50,000.00	<input type="checkbox"/>	Cash
Match Required:	\$51,151.00	<input type="checkbox"/>	In-Kind
Start Date:	01/01/2019	<input type="checkbox"/>	Approval to Award
End Date:	12/31/2019	<input type="checkbox"/>	Apply & Accept
Match Account \$:	100-183-183W-1567		

Funding Line 1: 100-183-183W-1183; Senior Services, General Fund, Transportation Services - \$100,000.00	Funding Line 2: 461-183-MO19- 1160; Senior Services, Grant Funds, Professional Services - \$100,151.00	Funding Line 3: .	Funding Line 4: .
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KEY CONTRACT TERMS

Start Date: 1/1/2019	End Date: 12/31/2019
Cost Adjustment: .	Renewal/Extension Terms: .

ROUTING & APPROVALS

(Do not edit below this line)

X	Originating Department:	Onyiliogwu, Ladisa	Date: 11/20/2018
X	County Attorney:	Stewart, Derval	Date: 12/8/2018
X	Purchasing/Contract Compliance:	Strong-Whitaker, Felicia	Date: 12/10/2018
X	Finance/Budget Analyst/Grants Admin:	Whitted, Ivan	Date: 11/21/2018
.	Grants Management:	.	Date: .
X	County Manager:	Anderson, Dick	Date: 12/10/2018

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
7/1/2018	9/30/2018	1/1/2018	10/31/2018
PO Number			PO Date
Department	Senior Services		
Item Number			
Service Commodity	Senior Transportation Services		
Contractor	Common Courtesy		

= Unsatisfactory	<i>Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.</i>
= Poor	<i>Achieves contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customers somewhat satisfied.</i>
= Satisfactory	<i>Achieves contract requirements 80% of the time; generally responsive, effective and/or efficient; delays are excusable and/or results in minor programs adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction.</i>
= Good	<i>Achieves contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have not impact on programs/mission; key employees are highly competent and seldom require guidance; customers are highly satisfied.</i>
= Excellent	<i>Achieves contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal directions; customers expectations are exceeded.</i>

Quality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)

0 Comments:

1 The Contractor provides Senior Alternative Transportation Services through Uber/Lyft services. The contractor holds all required specifications through contract with Uber and Lyft to be considered in compliance. Reports are provided on time. All personnel qualifications have been verified through the contractors manual and website.

2

3

4

Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

0 Comments:

1 The contractor was very responsive to direction and change. This was evident through the implementation of phases of implementing the services. Contractor has been on time and very prompt with responses.

2

3

4

Business Relations (-Responsiveness to Inquiries - Prompt Problem Notifications)

0 Comments:

1

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Customer Satisfaction (-Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions)

Comments:

The Contractor is staying within budget and provides proper invoicing. There have been issues with budget, but monitoring and oversight was on part of the Fulton County. However, contractor has met all specifications and requests

Contractors Key Personnel (-Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed)

Comments:

As prescribed in the contract and the proposal, all personnel are qualified to provide the services requested. The management is very responsive and available when needed. Resume's of key personnel staff are included in the contractor's proposal.

Overall Performance Rating:

2.8

Would you select/recommend this vendor again?
(Check box for Yes. Leave Blank for No)

Yes No

Rating completed by:

Andre McHenry 10/20/18

Department Head Name

Department Head Signature

Date

Stacy / Dr. Bonnell 10/10/2018

11/14/18



INTEROFFICE MEMORANDUM

18-1019

TO: Felicia Strong-Whitaker, Director
Department of Purchasing & Contract Compliance

FROM: Evaluation Committee Recommendation Letter

DATE: November 20, 2018

PROJECT: 18RFP115491A-CJC, Alternative Senior Transportation Services

In accordance with the Purchasing Code, a duly appointed Evaluation Committee has reviewed the proposals submitted in response to the above-reference project on behalf of the Department of Senior Services.

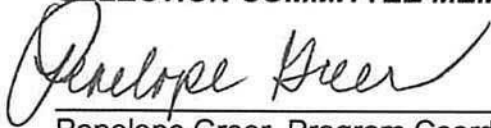
Five (5) qualified firms submitted proposals for evaluation and consideration for award of this project:

1. ZA Transport, Inc.
2. Ride Roundtrip, Inc.
3. Common Courtesy, Inc.
4. Capital Transit, Inc.
5. NBSS Connect, Corp

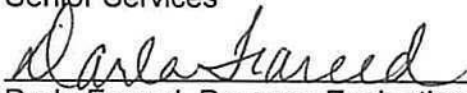
After review, evaluation and consideration of all available information related to the requirements and evaluation criteria of the RFP, the Evaluation Committee has determined that the proposal submitted by **Common Courtesy, Inc.** with a total score of **75.08**, is the recommended vendor for the award of 18RFP115491A-CJC, Alternative Senior Transportation Services.

The Evaluation Committee members attest that each member scored each proposal independently in accordance with the evaluation criteria set forth in the Request for Proposal and that their individual score is a part of the final scores in the attached Evaluation Matrix.

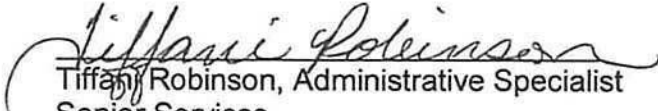
SELECTION COMMITTEE MEMBERS:



Penelope Greer, Program Coordinator
Senior Services



Darla Fareed, Program Evaluation Specialist
Senior Services



Tiffany Robinson, Administrative Specialist
Senior Services

EVALUATION CRITERIA	WEIGHT	Common Courtesy, Inc.	Capital Transit	NBSS Connect, Corp
Project Plan/Approach to Work	25	14.58	10.42	25
Qualification of Key Personnel	15	7.5	7.5	12.5
Relevant Project Experience/Past Performance	15	12.5	7.5	13.75
Availability of Key Personnel	15	12.5	6.25	13.75
Local Preference	5	5	0	0
Service Disabled Veterans Preference	2	0	0	0
Cost	23	23	5.39	9.56
TOTAL SCORE:	100	75.08	37.06	74.56

**To sum Total Score columns highlight the row and press F9*