

7

YORK REGION TRANSIT MOBILITY PLUS CONTRACT AWARD ACCESSIBLE MINI-VAN AND SEDAN OPERATIONS

The Transportation Services Committee recommends the adoption of the recommendations contained in the following report dated April 20, 2012, from the Commissioner of Transportation and Community Planning.

1. RECOMMENDATIONS

It is recommended that:

1. Request for Proposal P-11-74 be awarded for a five-year term to Royal Taxi York Region Inc. for the provision of Mobility Plus accessible mini-van and sedan services in the amount of \$11,774,540 excluding taxes, and to Care Accessible Transportation for the provision of Mobility Plus accessible mini-van and sedan services in the amount of \$11,864,381 excluding taxes.
2. Request for Proposal P-12-48 be awarded for a five-year term to Mobility Transportation Specialists Inc. for the provision of Mobility Plus accessible mini-van and sedan services in the amount of \$11,856,253 excluding taxes.
3. The General Manager of Transit be authorized to extend the contracts for the two additional option years at the end of the five-year term.
4. The Regional Chair and Regional Clerk be authorized to sign the necessary agreements, subject to terms and conditions acceptable to the Commissioner of Transportation and Community Planning and the approval of Legal Services, as to form and content.

2. PURPOSE

This report seeks authorization to award Request for Proposal (RFP) P-11-74 and RFP P-12-48 for the provision of accessible mini-van and sedan services for York Region Transit (YRT/Viva) Mobility Plus service.

3. BACKGROUND

Mobility Plus is York Region's door-to-door shared-ride accessible public transit service for people with disabilities. The service area includes all local municipalities within the Region as well as selected locations in the City of Toronto.

Mobility Plus contracts out the bus operations and maintenance for its door-to-door and community bus services to private bus contractors. In addition, three taxi contractors operate approximately 60 Mobility Plus accessible mini-van and sedan routes.

In June 2006, Council awarded the first Mobility Plus performance-based contracts for accessible mini-vans and sedan services

In June 2006, Council awarded three new performance-based contracts for a five-year term with Royal Taxi York Region Inc., Care Accessible Transportation, and Mobility Transportation Specialists Inc. (MTS) for the supply of mini-van and sedan transportation services.

Table 1 provides a summary of the value of the existing five-year Mobility Plus transit service contracts and their expiration dates.

Table 1
Summary of Existing Five-Year Mobility Plus Contracts

Service Type	Contractor	Expiration Date	Value
Sedans & Vans	Royal Taxi York Region	July 2012	\$14,115,700
Sedans & Vans	Mobility Transportation Specialists	July 2012	\$ 6,998,500
Vans	Care Accessible Transportation	July 2012	\$ 3,977,300
Total Value of Contracts			\$25,091,500

An RFP for Mobility Plus Accessible Mini-Van and Sedan services was released in December 2010, and was subsequently cancelled due to cost concerns

In August 2010, a Request for Information (RFI) was issued to develop the framework for the RFP. Following release of the RFP in December, significant cost-related issues were identified. Due to these issues, the RFP was cancelled.

In May 2011, Council approved the extension of the existing contracts for a further one-year term, to allow for the preparation of a revised RFP, which was released in December 2011

A revised RFP was developed and released in December 2011 following consultation with potential bidders, Corporate Finance, Legal and Supplies and Services. The revised RFP adjusted the financial requirements and the key cost drivers.

KPMG was retained to conduct a rate analysis

KPMG was retained to conduct an objective analysis of the financial terms within the RFP and to monitor the procurement process to ensure that it was conducted in a fair, open and transparent manner.

4. ANALYSIS AND OPTIONS

The Region went through a competitive bid process to obtain three contractors to operate the accessible mini-van and sedan services

RFP P-11-74 was issued on December 15, 2011 by the Region's Supplies and Services Branch. The notice was advertised on Biddingo, and on the Canadian Urban Transit Association's internet site. Fifteen copies of the RFP documents were purchased and the Region received four proposals. Of the four proposals, one was rejected due to late submission, and a second failed to meet the mandatory requirements and was disqualified.

Of the two remaining bid submissions, both met the technical and financial evaluations and recommended for award. Details of the evaluation are outlined in Table 2 below.

Table 2
Proposal Evaluation Results – RFP-P-11-74

Proponent	Technical Proposal Score (Out of 80)	Financial Proposal	Financial Proposal Score (Out of 20)	Total Score (Out of 100)
Care Accessible Transportation	65.5	\$11,864,381.00	19.84	85.34
Royal Taxi	60.4	\$11,771,540.00	20.00	80.40

Care Accessible Transportation operates special needs transportation serving the City of Toronto (TTC) and York Region. They are currently contracted by the Region to operate the Mobility Plus accessible mini-van and Dial-a-Ride services. These are being provided at satisfactory service levels.

Royal Taxi York Region Inc. has several existing contracts to provide transportation services for persons with disabilities. These include accessible services for the York Region District School Board and the York Region Catholic School Board, as well as taxi and limousines services throughout the City of Toronto and York Region. They are currently contracted to operate Mobility Plus services and are performing at a satisfactory service level.

To complete the three-contractor delivery model, RFP P-12-48 was issued to obtain a third party

Three contractors are required to operate the service to maintain satisfactory operating levels and allow the flexibility to adjust service based on performance. RFP P-12-48 was issued utilizing the same terms and conditions in RFP P-11-74 through a competitive bid process to hire one additional contractor. In order to have three separate contractors operate the service, the two successful proponents from RFP P-11-74 were not allowed to submit proposals.

Eight copies of the RFP P-12-48 document were purchased and the Region received two proposals. The two proponents were Burt Transportation Services Ltd. and Mobility Transportation Specialists Inc. Only one of the two proponents met all the mandatory and technical requirements allowing them to qualify for the interview stage and proceeded to the opening of their financial proposals.

Table 3 below provides a brief summary of the results of the technical and financial evaluations for RFP P-12-48.

Table 3
Proposal Evaluation Results – RFP P-12-48

Proponent	Technical Proposal Score (Out of 80)	Financial Proposal	Financial Proposal Score (Out of 20)	Total Score (Out of 100)
Mobility Transportation Specialists Inc.	61.22	\$11,856,253	20	81.22

Mobility Transportation Specialists Inc. (MTS) was established in 2006 as an organization dedicated to the delivery of Mobility Plus services in York Region. MTS and its sister coach company, Have Bus Will Travel, have been successfully operated since 1982 under the same ownership. They are currently contracted to operate Mobility Plus services and are performing at a satisfactory service level.

Link to Key Council–approved Plans

Vision 2026 includes a goal statement relating to the development of Infrastructure for a Growing Region, which states that:

"In 2026, York Region will have effective, efficient and environmentally sensitive transportation, waste management and water systems." This program supports that statement by:

- Building an innovative and reliable specialized transit service.
- Developing and strengthening Mobility Plus transit services to meet the needs of our growing customer markets.
- Developing an optimal mix of transit service types.

One of the strategic objectives in the 2011-2015 Strategic Plan – From Vision to Results, is to foster social inclusion by addressing the needs of a growing and diverse community.

5. FINANCIAL IMPLICATIONS

The contract value for the three contractors for the five-year term is shown in Table 4 below.

Table 4
Pricing Summary (Start-up + Year 1 through Year 5, inclusive)

Contractor	Contract Value
Royal Taxi York Region Inc.	\$11,774,540
Mobility Transportation Specialists Inc.	\$11,856,253
Care Accessible Transportation	\$11,864,381
Total (excluding taxes)	\$35,495,174

The total cost to operate the services under these contracts in 2012 is approximately \$3,780,000. Sufficient operating funding is included in the 2012 Business Plan and Budget. Contract provisions provide flexibility to increase or decrease the level of service based on funding that is approved in each subsequent year of the contract.

The new contract pricing reflects a 15 per cent increase over the previous contract due to the following major factors:

- *Accessibility for Ontarians with Disabilities Act* (AODA) compliance.
- Inflationary price increases.
- Increased service monitoring by contractor staff.
- Increased insurance rates.
- Inclusion of spare vehicles to maintain service reliability.
- Enhanced training requirements for operators.

6. LOCAL MUNICIPAL IMPACT

The local municipal residents who use the Mobility Plus service will benefit from the higher service quality required from the operating contractors.

7. CONCLUSION

Based on the results of the competitive bid process, it is recommended that RFP P-11-74 be awarded to Royal Taxi York Region Inc., and Care Accessible Transportation, and RFP P-12-48 be awarded to Mobility Transportation Specialists Inc., for the provision of mini-van and sedan services for the Mobility Plus services.

For more information on this report, please contact Sharon Doyle, Manager, Mobility Plus at Ext. 5634.

The Senior Management Group has reviewed this report.