



## **CVR-SAFE Committee**

## **Item #16-6-3 Action**

May 26, 2016

### **Approve Capitol Valley Regional Service Authority for Freeways and Expressways (CVR-SAFE) Call Box Answering Center Services Contract Award**

**Issue:** Should the Board of the Capitol Valley Regional Service Authority for Freeways and Expressways (CVR-SAFE) authorize the CEO to negotiate and award a contract for the Call Box Answering Center Services Project?

**Recommendation:** That the CVR-SAFE Committee recommend that the CVR-SAFE Board authorize the CEO to negotiate and award a contract to CDSNet, LLC, for Call Box Answering Center Services.

**Discussion:** The Capitol Valley Regional Service Authority for Freeways and Expressways (CVR-SAFE) is tasked with operating and maintaining a motorist aid system of call boxes on freeways and state highways in the counties of El Dorado, Sacramento, San Joaquin, Sutter, Yolo, and Yuba, and by contract, manages and operates the call box system in Glenn County.

SACOG staff received approval from the CVR-SAFE Board in June 2015 to begin the implementation of the CVR-SAFE Strategic Plan recommendations. In the Strategic Plan CVR-SAFE staff was directed to release a request for proposal (RFP) for a new contract to provide Call Box Answering Center Services for the CVR-SAFE call box system. This project will allow continued answering of the CVR-SAFE call box calls. The Call Box Answering Center also receives Roadside Assistance/Mobile Call Box calls from cellular phones via the CVR-SAFE 511 system, bike trail call box TTY calls, and works directly with the CHP to handle emergency calls that may come through via the CVR-SAFE call box system.

To develop the RFP, staff worked extensively to develop an open set of specifications to assure that this was an open and competitive bid process. Outside legal counsel also reviewed the RFP specifications and staff's response to questions to assure that this bid was open and competitive. The RFP was released on April 8, 2016, with bids due by May 3, 2016.

Thirty-nine different companies downloaded the RFP. CVR-SAFE received three bids, from AAMCOM, LLC; CDSNet, LLC; and World Wide Interpreters. A review panel made up of CVR-SAFE/SACOG staff reviewed the three proposals using the evaluation criteria shown in the Call Box Call Answering Services RFP. Based on the evaluation criteria, CDSNet, LLC, the current CVR-SAFE Call Box Answering Center contractor, offers the best value for CVR-SAFE call box answering. CDSNet, LLC provides call answering services for many of the SAFEs throughout the State.

The \$30,625 bid received for services over five years, or approximately \$6,100 per year, from CDSNet LLC is well below their current contract level of \$14,000 per year, reflecting the call box modernization project. As described in the CVR-SAFE Strategic Plan, this is a core CVR-SAFE project. The budget for the FY 2016-17 fiscal year's portion of the contract is included in the CVR-SAFE 2016-17 budget that is also before the Committee today.

Approved by:

Mike McKeever  
Chief Executive Officer

Key Staff:     Matt Carpenter, Director of Transportation Services, (916) 340-6276  
                  Joe Concannon, Data Services Manager, (916) 340-6234  
                  Barbara VaughanBechtold, Associate Planner, (916) 340-6226