



## EXECUTIVE DECISION DOCUMENT

<b>GENERAL MANAGER APPROVAL:</b> <div>DocuSigned by: <i>Val Menotti</i> AA8F1409A8F748E...</div>		<b>GENERAL MANAGER ACTION REQ'D:</b> Yes		
<b>DATE:</b> 3/27/2025      4/3/2025		<b>BOARD INITIATED ITEM:</b> No		
<b>Originator/Prepared by:</b> Mili Choudhury <b>Dept:</b> General Manager <div>Signed by: <i>Mili Choudhury</i> 00E359904002493...</div> <b>Signature/Date:</b> 4/2/2025	<b>General Counsel</b> <div>DocuSigned by: <i>Amelia Sandoval</i> 2528C067C44147D...</div> 4/2/2025 [ ]	<b>Controller/Treasurer</b> <div>Signed by: <i>Stephen Beach</i> 7D9A7C6E7348456...</div> 4/2/2025 [ ]	<b>District Secretary</b> [ ]	<b>BARC</b> <div>DocuSigned by: <i>Shane Edwards</i> 8128A2EB2F014F3...</div> 4/2/2025 [ ]

### Agreement No. 6M2108 for Elevator Attendant Services

#### PURPOSE:

To obtain Board authorization for the General Manager to award Agreement No. 6M2108 to District Works.

#### DISCUSSION:

The Elevator Attendant Program was originally launched in 2018 and has been an integral service to keeping the elevators in the four (4) San Francisco downtown stations accessible, clean and in working order for BART and San Francisco Municipal Transportation Agency (SFMTA) patrons during train operating hours. BART and SFMTA share the four stations at Embarcadero, Montgomery, Powell and Civic Center, with two (2) elevators at each station.

SFMTA has been a valued partner in this program since 2018. BART and SFMTA are finalizing an agreement to continue to share costs for the program 50/50 in FY 26. Additionally, BART is applying for a grant from the San Francisco County Transportation Authority (SFCTA), Lifeline Transportation Program (SF LTP), funded via the State Transit Assistance County Block Grant Program. If awarded, the funds would offset the costs of the program for BART and SFMTA.

Attendants are stationed inside the elevators, and greet customers, operate the elevator, collect data on number of users, contact BART system services when needed, and deter inappropriate behavior in the elevators. The elevators are an essential service to patrons who may be experiencing mobility challenges and would not be able to access transit if the elevators were not in operation.

Since the current Agreement for the Elevator Attendant Program expires on June 30, 2025, the District initiated a competitive process to select a firm and enter into a new agreement to be effective by or on July 1, 2025. The Request for Proposals (RFP) was advertised on October 24, 2024, using the Best Value selection method. This method allows the District the opportunity to evaluate not only the price of the proposals but also assess the quality and delivery of services being proposed. The term of the Agreement entered into pursuant to the RFP will be three (3) years, subject to termination as provided for in the Agreement, with two (2) options, exercisable by the District at its sole discretion, to extend the term of the agreement for one (1) year each. The RFP included two (2) option stations, 16<sup>th</sup> Street and 24<sup>th</sup> Street, subject to funding availability.

An advance notice of the RFP was emailed to twenty-four (24) firms identified by the Office of the General Manager as those that provide ambassador or community improvement services in the San Francisco Bay Area. Another Advanced Notice was sent to 406 Certified Small Businesses by the Office of Civil Rights (OCR) via B2Gnow. The RFP opportunity was also posted in five (5) different newspaper outlets in the Bay Area.

A Pre-Proposal and Networking meeting was held virtually on November 5, 2024 with three (3) firms attending. Proposals were received from the following five (5) firms by the deadline of December 3, 2024 at 2:00pm:

- Block by Block
- Dartez Enterprises
- District Works
- Streetplus
- Urban Alchemy

Three (3) of the five (5) proposals were determined to be responsive to the requirements of the RFP and moved forward to the next steps in the selection process. These three firms are: Block by Block, District Works, and Urban Alchemy.

A diverse evaluation committee of representatives from the Office of the General Manager, Performance and Budget, Office of Civil Rights, Maintenance team, and the Transportation team, reviewed and evaluated the responsive proposals. The committee was chaired by a representative of Contract Administration. Proposals were first reviewed and scored based on the following factors: program approach, staffing pattern and training, and past performance. All three (3) responsive proposers were ranked as being in the competitive range, which allowed for the proposed budgets to also be reviewed and scored. The three (3) proposers were then invited to the oral interviews.

Oral interviews were conducted with each of the three (3) proposers on February 18, 2025. After the oral interviews were scored, the written and oral evaluation scores were added together to comprise the final score. The committee then conducted a Best Value analysis to

determine the proposer who would provide the best value for the District.

Staff entered into negotiations with the highest scoring proposer, District Works. Based on the Best Value analysis, District Works is recommended as the firm to provide Elevator Attendant services for the District. Additionally, the District has decided that it is not in a position to fund additional stations at this time, beyond the four (4) Downtown SF stations.

Pursuant to the District's Non-Federal Small Business Program, the Office of Civil Rights set a 5% Small Business Prime Preference for this Agreement for Small Businesses certified by the California Department of General Services (DGS). It was determined that there were no certified Small Businesses certified by the DGS among the responsive Proposers, and therefore, the Small Business Prime Preference is not applicable.

Pursuant to the District's Non-Discrimination Program for Subcontracting, the Availability Percentages for this Agreement are 5.5% for Minority Business Enterprises (MBEs) and 2.8% for Women Business Enterprises (WBEs). The Proposer, District Works, will not be subcontracting any portion of the Work and therefore, the provisions of the District's Non-Discrimination Program for Subcontracting do not apply.

Agreement will be reviewed for approval as to form by the Office of the General Counsel prior to execution.

#### **FISCAL IMPACT:**

The maximum compensation under Agreement 6M2108 shall not exceed \$19,730,000 for the full five-year term that will expire on June 30, 2030. This total cost is not reflective of anticipated reimbursements from SFMTA and the SFCTA grant.

The following is the maximum spending projected for each FY:

Year 1	July 1, 2025 - June 30, 2026	\$3,717,000
Year 2	July 1, 2026 - June 30, 2027	\$3,828,000
Year 3	July 1, 2027 - June 30, 2028	\$3,942,000
Option Year 1	July 1, 2028 - June 30, 2029	\$4,061,000
Option Year 2	July 1, 2029 - June 30, 2030	\$4,182,000

The approved budget for this program for FY 25 is \$3,400,000. As a result of the program going out for bid via the RFP process, the District had the opportunity to look closely at the staffing required to effectively operationalize this program, as well as factor in the necessary escalation for rising costs of doing business from year to year. Subsequently, the projected costs for operating the program going forward are higher than in previous years.

Funding for this Agreement is included in the Preliminary FY26 & FY27 Operating Budget in Department 0604368, Account 681301, subject to Board approval. This action is not anticipated to have any fiscal impact on unprogrammed District reserves.

**ALTERNATIVES:**

The alternative is not to award this Agreement. Elevator Attendant services at the San Francisco downtown stations would terminate on June 30, 2025.

**RECOMMENDATION:**

It is recommended that the Board adopt the following motion.

**MOTION:**

That the General Manager is authorized to award Agreement No. 6M2108 to District Works for Elevator Attendant services to be provided at the four (4) downtown San Francisco stations (Embarcadero, Montgomery, Powell and Civic Center) for an amount not to exceed \$19,730,000 for a base term of three (3) years with two (2) one-year options, pursuant to notification to be issued by the General Manager and subject to the District's protest procedures and funding requirements.